A SURVEY OF
AUSTRALIAN EMPLOYERS USE AND VIEWS
OF THE VET SYSTEM (2015)
WG4223 QUESTIONNAIRE

QUESTIONNAIRE TOPICS
Section S Screening
Section A Organisational characteristics
Section B Strategy
Section C Skill needs / Formal vocational qualifications
Section D Training requirements
Section E Apprenticeships and Traineeships
Section F Nationally recognised training
Section G Unaccredited training courses
Section H Anything further

SECTION S: Screening

INTRODUCTION:
Good (morning/ afternoon). I am calling to conduct a survey on behalf of the Department of Education and Training. May I please speak to the HR manager? (IF NECESSARY: Ask to speak to the most senior Human Resources/ Training manager. If no HR manager, then ask for the General Manager/ CEO)

IF NECESSARY ADD:
A letter was recently sent, addressed to the Manager/HR Manager of (COMPANY NAME) from the Department and NCVER, informing you that we would be calling. We need to speak to the person who would be best suited to answer questions in relation to staff training and development for the organisation in (STATE).

01 Yes, person available
02 Answering machine
03 Fax / modem
04 No – Not available right now
05 Try on a different number
06 Refusal
07 No employees
08 Any Other Termination

CONTINUE
RETURN TO SMS
RETURN TO SMS
MAKE APPOINTMENT
UPDATE AND REDIAL
GO TO Q99END
TERMINATE
GO TO Q88END

Wallis 118 Balmain Street Cremorne VIC 3121
MOBILE CHECK
IF CALLING A MOBILE NUMBER:
SAFE1: I realise I am calling you on your mobile. Is it safe for you to speak now? Can I confirm you are not driving?

(IF DRIVING OR NOT SAFE: I am happy to call you back when it is more convenient for you).

DO NOT READ OUT

01 Safe to take call
02 Not safe to take call

IF SAFE1=2 (NOT SAFE TO TAKE CALL):
MOB_APPT: Do you want me to call you back on this number or would you prefer I call back on another number?

DO NOT READ OUT

01 This number (ARRANGE CALL BACK)
02 Alternative number (RECORD ALTERNATE NUMBER AND ARRANGE CALL BACK)

INTRO 1: REINTRODUCE AS NECESSARY

Hello I’m (...) from Wallis Market and Social Research. We’re conducting a national study on behalf of the Government into staff training and development. A letter was recently sent, addressed to the Manager/HR Manager of (COMPANY NAME) in (STATE) from the Department of Education and Training and NCVER, informing you that we would be calling.

S1 Would you be the best person to speak to on this topic, or would someone else in your organisation be more appropriate?

01 Yes, I am the best person
02 No, need to speak to someone else
03 Refused
04 Email of letter requested

CONTINUE
GO TO S5
GO TO Q99END
GO TO S4

S2 Do you have a copy of the letter and brochure that was sent?

01 Yes
02 No

GO TO INTRO 3
GO TO S3

S3 If you have internet access, I can give you the website address so that you can look at the brochure and letter now, or we can email it to you and someone will call you back.


01 Yes, can get on web now
02 Need link emailed
03 No, no internet access
04 That’s ok, I’ll do the survey anyway
05 Refuse interview

CONTINUE
GO TO S3Mb
GO TO PRE-INTRO 3
GO TO Q99END

S4 Could I please have your email address?

01 Yes
02 Refused

RECORD EMAIL ADDRESS
GO TO Q99END
INTERVIEWER NOTE: RECORD EMAIL ADDRESS HERE, RESPONDENT'S NAME AND NEW TELEPHONE NUMBER (IF NECESSARY).

S4a [Outcome upon sending email]
01 Send email and continue with interview  GO TO INTRO 3
02 Send email and make appointment  GO TO S4b

S4b Thanks. An interviewer will be contacting you soon to conduct your interview.
INTERVIEWER NOTE: TYPE ‘STOP’ AND MAKE APPOINTMENT WITH NOTES

NOW GO TO INTRO 2

S3Mb Alternatively, I can arrange for another letter and brochure to be MAILED to you?
01 Yes, send me the letter  CONTINUE
02 That's ok, I'll do the survey anyway  GO TO INTRO 3
03 Refuse interview  GO TO Q99END

S3a3 Could I please have your business postal address?
01 Yes  RECORD POSTAL ADDRESS  GO TO Q99END
02 Refused

INTERVIEWER NOTE: RECORD POSTAL ADDRESS HERE, RESPONDENT'S NAME AND NEW TELEPHONE NUMBER (IF NECESSARY).

S3a4 Thanks. An interviewer will be contacting you soon to conduct your interview.
INTERVIEWER NOTE: MAKE APPOINTMENT WITH NOTES

NOW GO TO INTRO 2

S5 Could you please tell me the name, job title and phone number of the most appropriate person (to speak to regarding staff training and development)?
01 Yes  CHANGE DETAILS VIA SMS
02 No, Don’t know  RETURN TO SMS
03 No, refused to give out any details  GO TO Q99END
INTRO 2:

Good morning/ afternoon, my name is .......... from Wallis Market and Social Research. We recently sent you an (email / letter) on behalf of the Department of Education and Training and NCVER in relation to an employer survey of staff training and development. Have you received this (email / letter)?

01 Yes (ready to do interview by phone)  
02 No, resend it  
03 No, but will do interview now anyway  
04 Refused

GO TO INTRO 3

02 No, resend it

GO TO S4

03 No, but will do interview now anyway

CONTINUE

04 Refused

GO TO Q99END

PRE-INTRO 3

That’s OK. I can help you with the definitions throughout the survey. Please let me know if anything is unclear.

INTRO 3:

The information provided for this study will be used to better understand the training practices of Australian employers, so the Australian and state and territory governments can better meet employer needs.

Participation is voluntary. All information you provide will remain strictly confidential. The interview will take approximately 10 minutes of your time, but may vary depending on your answers. May I go ahead with the survey now?

01 Yes

CONTINUE

02 Not convenient now

MAKE APPOINTMENT

03 Refusal

GO TO Q99END

S6  This call will be recorded and may be monitored for quality control purposes. If you do not want this call to be monitored, please say so now.

01 OK TO MONITOR / RECORD

02 DO NOT MONITOR / RECORD

S7  Firstly, to ensure you qualify to participate, can you please tell me whether the organisation fits into any of the following categories?

(READ OUT - MULTIPLE RESPONSE)

01 Self employed and NOT employing any staff
02 Private household employing staff
03 Foreign Diplomatic Mission
04 Consulate
05 Defence Force Establishment
97 None of these

IF S7 = 97, GO TO S8, ELSE TERMINATE HERE WITH THE FOLLOWING TEXT:

Unfortunately, for this study we are looking for specific types of businesses. Thanks for your time and assistance today.

S8  Can I just record your name for quality assurance purposes?

01 Yes, will provide name

GO TO CHECK QUESTION 1

02 No, would prefer not to

RECORD RESPONDENT’S FIRST AND LAST NAME
CHECK QUESTION 1 – NOT ASKED

S10 – Does respondent have brochure

**IF (S2=1 or S3=1 or S4a=1 or INTRO 2=1), RECORD YES; ALL OTHERS RECORD NO**

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1</td>
<td>Yes, brochure available</td>
</tr>
<tr>
<td>2</td>
<td>No, continuing without brochure</td>
</tr>
</tbody>
</table>

CHECK QUESTION 2 – NOT ASKED

PRE_A – Is respondent assigned to stream A or stream B?

**FROM SAMPLE ALLOCATION**

<p>| | |</p>
<table>
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<th></th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Stream A</td>
</tr>
<tr>
<td>2</td>
<td>Stream B</td>
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</tbody>
</table>
I’d like to begin by asking you some general questions about your organisation.

**A1** What is the MAIN type of business activity carried out by the organisation in [Selected State].

**PROBE FULLY – RECORD DETAILS TO ALLOW FOR ANZSIC CODING**
ONLY CODE FOR ANZSIC06 in 2015

- 95 Record Verbatim (specify)
- 98 Refused
- 99 Don’t know

**A2** Does this organisation operate from more than one State or Territory in Australia?

- 01 Yes  **CONTINUE**
- 02 No **GO TO A5**

**A3b** For this survey we are interested in employees in [Company] in [Selected State from sample]

Can you answer questions about staff training and development for only those [Company] employees in [Selected State from sample]?

- 01 Yes **GO TO PRE A3e**
- 02 No **CONTINUE**
A3c  What part/s of the organisation CAN you answer for? (MULTIPLE RESPONSE)
(NB: ANSWER MUST INCLUDE SELECTED STATE OR INTERVIEW WILL TERMINATE)

01  New South Wales
02  Victoria
03  Queensland
04  South Australia
05  Western Australia
06  Tasmania
07  Northern Territory
08  Australian Capital Territory
09  Whole organisation only
95  Other (Specify)

PRE A3e

IF A3b = 1, SAY:
For this survey, the term ‘organisation’ refers to [Company] in [State]
THEN GO TO PRE A5

IF A3b = 2 & (A3c = 1 – 8) SAY:
For this survey, the term ‘organisation’ refers to [Company] in [States coded in A3c]
THEN GO TO A3est

IF A3b = 2 & A3c = 9 SAY:
For this survey, the term ‘organisation’ refers to the whole of [Company]
THEN GO TO PRE A3f1

IF A3b = 2 & A3c = 95 SAY:
For this survey, the term ‘organisation’ refers to [Company] in [A3c ‘other specify’]
THEN GO TO PRE A3g1

A3est  Can you please tell me the number of employees within [STATE]?
(IF NECESSARY: Your best estimate will do. If cannot give number, ask for approximate
% in relation to all states/ territories)

01  Record number
02  Record percentage
PRE A3e1a-8a  IF MORE THAN ONE OTHER STATE MENTIONED AT A3c
(CODES 1 – 8) CONTINUE,
ELSE GO TO PRE A3f1

A3e1a-8a  Can you please tell me the number of employees within [EACH OTHER STATE HIGHLIGHTED IN A3c]?

(IF NECESSARY: Your best estimate will do. If cannot give number, ask for approximate % in relation to all states/territories)

01  Record number
02  Record percentage

PRE A3f1  IF A3c = 9 CONTINUE
ELSE GO TO PRE A3g1

A3f1  Can you please tell me the number of employees in the whole organisation?

(IF NECESSARY: Your best estimate will do.)

01  Record number

A3f2  Can you please tell me the number of employees in [STATE]?

(IF NECESSARY: Your best estimate will do. If cannot give number, ask for approximate % in relation to all states/territories)

01  Record number
02  Record percentage

PRE A3g1  IF A3c = 95, CONTINUE
ELSE GO TO A5

A3g1  Can you please tell me the number of employees at [OTHER SPECIFY TEXT FROM A3c] in relation to the total number in [Selected State]?

(IF NECESSARY: Your best estimate will do. If cannot give number, ask for approximate % in relation to all states/territories)

01  Record number
02  Record percentage

A3g2  Can you please tell me the number of employees in [STATE]?

(PLEASE RECORD NUMBER OF EMPLOYEES IN [STATE] HERE)

(IF NECESSARY: Your best estimate will do. If cannot give number, ask for approximate % in relation to all states/territories)

01  Record number
02  Record percentage
PRE A5  IF S9=1 (RESPONDENT HAS BROCHURE), INTERVIEWER READ:
This next series of questions refers to information in the brochure about the number of employees in your organisation

A5  Could you please tell me the TOTAL number of employees working in, or operating from [organisation] [for multi states include definition from Pre A3e], that received pay in the LAST PAY PERIOD? Please include full time, part time and casual employees. Please exclude contractors, people working solely on commission and owners of the business.  
(If NECESSARY: Probe for best estimate)

INTERVIEWER NOTE: AN OWNER/OPERATOR IS NOT CLASSED AS AN EMPLOYEE REGARDLESS OF WHETHER THEY PAY THEMSELVES A WAGE.)

IF A5 = 0, DK or REF, TERMINATE HERE

DATA ANALYST CHECK
IF SUM OF A3e IS AT LEAST 10% GREATER OR AT LEAST 10% LESS THAN A5, OR IF A3f1 IS AT LEAST 10% GREATER OR AT LEAST 10% LESS THAN A5, OR IF A3g1 IS AT LEAST 10% GREATER OR AT LEAST 10% LESS THAN A5, SAY:

INTERVIEWER CHECK: Can I just check that the total number of employees you are referring to here (NUMBER AT A5) is for the same parts of the business you mentioned you were answering for earlier? I have the number of employees for these parts of the business as [INSERT RELEVANT CATI CHECK NUMBER], or is the number you have just provided the most correct for these parts of the organisation?

01 Yes, number just provided is correct  CONTINUE
02 No, number provided earlier is correct  CORRECT A5

A6  Is your organisation an RTO – that is, an organisation registered under the Australian Quality Training Framework (AQTF) to provide nationally recognised training?
(If NECESSARY: RTO stands for registered training organisation)

01 Yes  CONTINUE
02 No  GO TO SECTION B
99 (DO NOT READ) Don’t know/can’t say  GO TO SECTION B

A7  As an RTO, do you mainly provide training to your own employees, or is training a service you provide to other organisations and individuals?

01 Mainly to own employees
02 Mainly to others
03 Both equally
SECTION B: STRATEGY

STREAM A CONTINUE, STREAM B GO TO B7

B1 Thinking about all your employees, how many do you think are fully proficient at their job? A proficient employee is someone who is able to do the job to the required level. Would you say...READ OUT

(IF NECESSARY: Please be assured that this is completely confidential and your honest opinions are appreciated.)

01 All
02 Most
03 Some
04 None
99 (DO NOT READ) Don’t know/can’t say

B2 What are the reasons that some of your employees are not fully proficient at their job?

(PROBE FULLY.)

(MULTIPLE-CHOICE ALLOWED. DO NOT READ OUT)

01 They are new to the role
02 Their training is currently only partially completed
03 They have not received the appropriate training / gained the appropriate skills
04 Staff lack motivation
05 They are apprentices or trainees
06 Unable to recruit staff with the required skills
07 They have been on training but their performance has not improved sufficiently
08 Incompetent/uninformed/intelligence problems
10 Introduction of new working practices
07 Problems retaining staff
95 Other reasons? (SPECIFY)
98 No particular cause
99 (DO NOT READ) Don’t know/can’t say

B3 Does the fact that some of your staff are not fully proficient at their job, have a major, minor or no impact on how your organisation performs?

01 Yes – major impact
02 Yes – minor impact
03 No
99 (DO NOT READ) Don’t know/can’t say
B4  Is the fact that some of your staff are not fully proficient at their job causing this organisation any of the following?

(RANDOMISE ORDER- BUT KEEP ‘a’ FIRST EACH TIME)

INTERVIEWER NOTE: Prompt for a Yes/No for each

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
<th>(DO NOT READ) Don’t know</th>
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<tbody>
<tr>
<td>a) Not able to take on as much business as you would like</td>
<td>01</td>
<td>02</td>
<td>99</td>
</tr>
<tr>
<td>b) Loss of business or orders to competitors</td>
<td>01</td>
<td>02</td>
<td>99</td>
</tr>
<tr>
<td>c) Delays in developing new products or services</td>
<td>01</td>
<td>02</td>
<td>99</td>
</tr>
<tr>
<td>d) Difficulty in meeting quality standards</td>
<td>01</td>
<td>02</td>
<td>99</td>
</tr>
<tr>
<td>e) Increased operating costs</td>
<td>01</td>
<td>02</td>
<td>99</td>
</tr>
<tr>
<td>f) Difficulty in introducing new working practices</td>
<td>01</td>
<td>02</td>
<td>99</td>
</tr>
<tr>
<td>g) Increased workload for other staff</td>
<td>01</td>
<td>02</td>
<td>99</td>
</tr>
<tr>
<td>h) Need to outsource work</td>
<td>01</td>
<td>02</td>
<td>99</td>
</tr>
<tr>
<td>i) The withdrawal of certain products or services altogether</td>
<td>01</td>
<td>02</td>
<td>99</td>
</tr>
<tr>
<td>j) Difficulties in meeting customer service objectives</td>
<td>01</td>
<td>02</td>
<td>99</td>
</tr>
<tr>
<td>k) Difficulties in introducing technological change</td>
<td>01</td>
<td>02</td>
<td>99</td>
</tr>
</tbody>
</table>

B5  Which of the following things has your organisation done to cope with this lack of proficiency? (READ OUT)

01 Trained existing staff
02 Internal reorganisation
03 Recruitment of new staff
04 Taken other action
98 None of these
99 (DO NOT READ) Don’t know/can’t say

THERE IS NO QUESTION B6

ASK ALL

B7a  In the last 12 months, has your organisation recruited, or attempted to recruit, any staff?

01 Yes
02 No
99 (DO NOT READ) Don’t know/can’t say

B7b  How much difficulty, if any, has your organisation experienced in recruiting staff?

Would you say .....(READ OUT)

01 A lot of difficulty
02 Some difficulty
03 No difficulty
99 (DO NOT READ) Don’t know/can’t say
B8 What are the reasons for your difficulties in recruiting staff?

(PROBE FULLY – MULTIPLE RESPONSE ALLOWED)

DO NOT READ OUT

01 Shortage of skilled people in the industry
02 Limited applicants/ limited appropriate applicants
03 Location is remote or undesirable
04 Wages/salaries considered too low
09 Poor attitude to work or work ethic
05 Unattractive job/ not a career which is aspired to
08 Unwillingness to take shift/nights/weekend/seasonal work
06 Keep losing skilled workers to other industries or companies
07 Lack of existing workers in the industry who are being skilled up
95 Other (specify)
99 (DO NOT READ) Don’t know/can’t say
SECTION C: SKILL REQUIREMENTS / VOCATIONAL QUALIFICATIONS

ASK ALL
The next questions are about the skill requirements of your organisation.

As mentioned earlier, employees include full time, part time and casual employees; and not contractors, those working solely on commission or owners of the business.

(IF S9=1, RESPONDENT HAS BROCHURE, INTERVIEWER READ)
Please look at the definitions in the brochure as some of these next questions refer to them.

C1 In the last 12 months, which of the following types of people have been working in your company (READ OUT)

a) People with higher education qualifications such as Bachelor Degrees and higher degrees?
   (IF NECESSARY: REFER TO THE BROCHURE)
   01 Yes
   02 No
   99 (DO NOT READ) Don’t know/can’t say

b) People with FORMAL VOCATIONAL QUALIFICATIONS, such as TAFE diplomas and certificates? This includes trade qualifications (e.g. Diploma of Community Welfare Work, Certificate IV in Retail Management, plumbing, electrician etc)
   Please exclude staff with higher education qualifications and Apprentices and Trainees who are still completing their training.
   (IF S9=1, RESPONDENT HAS BROCHURE) REMIND RESPONDENT: There is a definition of formal vocational qualifications in the brochure.
   01 Yes
   02 No
   99 (DO NOT READ) Don’t know/can’t say

(IF NECESSARY: Formal vocational qualifications can be from a TAFE, from a private training provider or from a vocational division of a university, but do not include higher education qualifications such as Bachelors or higher degrees delivered by universities or other higher education providers.)
   c) People with any other types of qualifications?
   01 Yes (specify)
   02 No
   99 (DO NOT READ) Don’t know/can’t say

(IF NECESSARY: We mean any staff that hold qualifications that are not Higher Education or Formal Vocational Qualifications.)

INTERVIEWER NOTE: ‘Other qualifications’ may include, for example:
   - Software courses
   - One-off first aid course
   - Crane/scaffolding/forklift license
   - Year 12 (as highest qualification)

IF C1b = 1 ASK C2, ELSE GO TO SECTION D
C2  Thinking about the people working in this organisation in the last 12 months, who have formal vocational qualifications...Was having a formal vocational qualification a REQUIREMENT for any jobs? (e.g. as part of their job description).

  01  Yes
  02  No
  99  (DO NOT READ) Don't know/can't say

IF C2=1 ASK C3; ELSE SKIP TO SECTION D

C3  Thinking about all the employees the organisation has had over the last 12 months, approximately what percentage have had jobs that REQUIRE formal vocational qualifications?

(IF NECESSARY: This does NOT include employees currently doing an apprenticeship or traineeship as they have not yet completed their qualifications; people completing higher education qualifications such as a Bachelors Degree; employees who have completed a higher education degree.)

INTERVIEWER NOTE: IF ‘0’ GO BACK TO C2 AND/OR C1b & CORRECT

RECORD % ______

DK ALLOWED

DATA ANALYST CHECK:
IF C3 = 0, GO BACK TO C2 AND/OR C1b

PRE C4: STREAM A CONTINUE, STREAM B GO TO C5

C4  Why do these jobs require formal vocational qualifications?

  (PROBE FULLY)

  (MULTIPLE CHOICE ALLOWED – DO NOT READ OUT)

  02  Provides skills required for the job
  03  Legislative, regulatory or licensing requirements
  01  Maintaining professional standards/meeting industry standards
  04  Improving quality of services/goods provided
  05  Responding to new technology
  06  Developing and maintaining a flexible and responsive workforce
  07  To remain competitive
  95  Other (please specify)
  99  (DO NOT READ) Don't know/can't say
C5  Thinking about the overall needs of your organisation, how satisfied or dissatisfied are you with formal vocational qualifications in providing employees with the skills required for their job? Are you….
(IF NECESSARY – the focus of this question is the skills employees bring to their jobs)

ROTATE DIRECTION OF SCALE

(READ OUT)

01 Very satisfied
02 Satisfied
03 Neither satisfied nor dissatisfied
04 Dissatisfied
05 Very dissatisfied
99 (DO NOT READ) Don't know/can't say

STREAM A CONTINUE, STREAM B GO TO SECTION D

C6  Why are you dissatisfied with formal vocational qualifications in providing employees with the necessary skills?

(PROBE FULLY)

(MULTIPLE CHOICE ALLOWED – DO NOT READ OUT)

01 Training is poor quality/ low standard
02 Don’t teach relevant skills/ mismatch between skills
03 Not enough hands on/ practical skills taught
04 Qualification/ training too general/ not specific enough
05 Trainers do not have enough skills/ industry experience
07 Standards are inconsistent across institutions
09 Poor access/availability of training (regional/rural areas)
95 Other (please specify)
99 (DO NOT READ) Don't know/can't say
SECTION D: TRAINING REQUIREMENTS

D1 The next questions are about the types of training used in your organisation.

(IF S9=1, RESPONDENT HAS BROCHURE) Firstly, based on the definition of apprenticeships and traineeships in the brochure...

[ALL] Has your organisation had any employees undertaking APPRENTICESHIPS or TRAINEESHIPS in the last 12 months?

01 Yes
02 No
99 (DO NOT READ) Don’t know/can’t say

D2a (IF S9=1, RESPONDENT HAS BROCHURE) Now, looking at the definition of nationally recognised training in the brochure....

IF D1 = 1, SAY:

Excluding any training undertaken as part of an apprenticeship or traineeship

[ALL] has your organisation arranged or provided any NATIONALLY RECOGNISED TRAINING to employees over the last 12 months? This includes training that leads to a nationally recognised qualification and can include whole courses or components of a course?

(INTErVIEWER NOTE: REFER TO THE BROCHURE)

01 Yes GO TO D3a
02 No GO TO D3a
03 Unsure if course was nationally recognised CONTINUE
99 (DO NOT READ) Don’t know/can’t say GO TO D3a

D2b What was the name of the course, or courses?

(PROBE FULLY)

D3a (IF S9=1, RESPONDENT HAS BROCHURE:) Now, looking at the definition of unaccredited training in the brochure...

[ALL] Has any UNACCREDITED formal training been provided to employees over the last 12 months? This refers to training that does not lead to a nationally recognised qualification. It is structured training and can include short courses, product specific training, and industry specific or technical training.

(INTErVIEWER NOTE: REFER TO THE BROCHURE)

01 Yes GO TO D4
02 No GO TO D4
03 Unsure CONTINUE
99 (DO NOT READ) Don’t know/can’t say GO TO D4

D3b What was the name of the course or courses?

(PROBE FULLY)
D4 And has your organisation done any of the following in the last 12 months? Have you:

DATA ANALYST CHECK:  a) TO APPEAR FIRST, THEN RANDOM ORDER FOR b), c), d) & e) e to always appear before d

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>(DO NOT READ) Don’t know</th>
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<tbody>
<tr>
<td>a) Had supervisors provide informal, or on-the-job training as required.</td>
<td>01</td>
<td>02</td>
<td>99</td>
</tr>
<tr>
<td>b) Provided or arranged relevant training whenever new technology or equipment is installed</td>
<td>01</td>
<td>02</td>
<td>99</td>
</tr>
<tr>
<td>c) Provided employees with training manuals or software to assist them with self-directed study</td>
<td>01</td>
<td>02</td>
<td>99</td>
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<tr>
<td>d) Contributed to the cost for employees to undertake HIGHER EDUCATION TRAINING, INCLUDING UNIVERSITY study</td>
<td>01</td>
<td>02</td>
<td>99</td>
</tr>
<tr>
<td>e) Contributed to the cost for employees to undertake VOCATIONAL EDUCATION TRAINING, INCLUDING TAFE study</td>
<td>01</td>
<td>02</td>
<td>99</td>
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</tbody>
</table>
SECTION E: APPRENTICESHIPS AND TRAINEESHIPS

IF D1=1 ASK E1; ELSE SKIP TO SECTION F

E1 Now I would like to talk to you about apprentices and trainees who undertake formal training. (IF S9=1, RESPONDENT HAS BROCHURE:)

REMINd RESPONDENT:
The definitions of apprenticeships and traineeships are in the brochure.

Approximately what percentage of employees were apprentices or trainees over the last 12 months?

INTERVIewER NOTE: IF ‘0’ GO BACK TO C3 & CORRECT

RECORD % _____

DK ALLOWED

DATA ANALYST CHECK:
IF E1 = 0, GO BACK TO D1

STREAM A CONTINUE, STREAM B GO TO E3

E2 What are the main reasons your organisation has had apprentices or trainees in the last 12 months?

(PROBE FULLY)

(MULTIPLE CHOICE ALLOWED – DO NOT READ OUT)

03 To get skilled staff / improve staff skills
02 To fill a specific role / need more staff
01 Gain skills specific to the business / train to own requirements
04 Give young people a head start
07 Part of business ‘training culture’ / the way we do things
05 Support our industry / give something back to our industry
08 Usual business practice / have always employed apprentices / trainees
06 Staff gain a nationally recognised qualification
95 Other (please specify)
99 (DO NOT READ) Don’t know / can’t say

STREAM B CONTINUE, STREAM A GO TO E7

E3 What types of organisations conducted the formal training for these apprentices or trainees? PROMPT: What others? RECORD ALL MENTIONS

(MULTIPLE CHOICE ALLOWED)

01 TAFE
02 University
03 Private training provider (e.g. business college)
04 Professional or industry association
05 Supplier / manufacturer of equipment and/or product
95 Other (please specify)
94 Formal training is on the job
97 No external training provider used
99 (DO NOT READ) Don’t know / can’t say

GO TO E7
E4  What type of organisation conducted the MAJORITY of formal training for these apprentices or trainees over the last 12 months?

INTERVIEWER NOTE: IF MORE THAN ONE USED, RECORD PROVIDER USED FOR MAJORITY  (SINGLE RESPONSE ONLY)

01 TAFE
02 University
03 Private training provider (e.g. business college)
04 Professional or industry association
05 Supplier /manufacturer of equipment and/or product
95 Other (please specify)
94 Formal training is on the job
97  No external training provider used
99 (DO NOT READ) Don’t know/can’t say

GO TO E7

E5  What were the main reasons for choosing <INSERT RESPONSE FROM E3 IF SINGLE RESPONSE/E4> over other types of providers to conduct most of your formal training for apprentices or trainees?

(PROBE FULLY)

(MULTIPLE CHOICE ALLOWED – DO NOT READ OUT)

Updated codeframe with most common responses

01 Only suitable provider available
02 Content of training courses was suitable
04 Access/ convenient location
06 Used previously and was satisfied
03 Specialists/ have a high level of industry knowledge
05 Convenient/flexible time
15 Organisation has a good reputation/credible/reliable/good word of mouth
08 Expertise not available elsewhere
07 Cost effective
95 Other (please specify)
97 Cannot choose provider
99 (DO NOT READ) Don’t know/can’t say
E6 The next questions are about your satisfaction with various aspects of training for apprentices or trainees from your main training provider. That is, the [TAFE/ETC- deduce from E3/E4] that you use most often for training apprentices or trainees. Please use the scale, very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied.

Thinking just about training for apprentices or trainees from (MAIN PROVIDER), overall how satisfied or dissatisfied are you with...

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E6z And overall, how satisfied or dissatisfied are you with training for apprentices or trainees from (MAIN PROVIDER). Are you..

(READ OUT)

(ROTATE ORDER)

01 Very satisfied
02 Satisfied
03 Neither satisfied nor dissatisfied
04 Dissatisfied
05 Very dissatisfied
99 (DO NOT READ) Don’t know/can’t say
ASK ALL

E7

(STREAM B: That is all the questions about the providers that you use for your apprentice and trainee training. We would now like you to think about the impact this type of training has on your organisation.)

Thinking about the overall skill needs of your organisation, how satisfied or dissatisfied are you with the training in providing apprentices or trainees with the required skills? Are you..

ROTATE DIRECTION OF SCALE

(READ OUT)

(INTERVIEWER NOTE: PROBE FOR OVERALL SATISFACTION IF DIFFERENT FOR APPRENTICESHIPS AND TRAINEESHIPS)

01 Very satisfied
02 Satisfied
03 Neither satisfied nor dissatisfied
04 Dissatisfied
05 Very dissatisfied
99 (DO NOT READ) Don’t know/can’t say

STREAM A CONTINUE, STREAM B GO TO SECTION F

PRE E8 IF E7 = 4 or 5 CONTINUE, ELSE GO TO SECTION F

E8 Why are you dissatisfied with that training in providing apprentices or trainees with the required skills?

(PROBE FULLY)

(MULTIPLE CHOICE ALLOWED – DO NOT READ OUT)

01 Training is poor quality/ low standard
02 Don’t teach relevant skills/ mismatch between skills taught
03 Not enough hands on/ practical skills taught
10 Not enough communication between training provider and employer/workplace
05 Trainers do not have enough skills/ industry experience
04 Qualification/ training too general/ not specific enough
08 Apprentice/ trainee wrong person/ poor attitude
14 Poor access/availability of training (regional/rural)
09 Courses are too short/Should be longer
95 Other (please specify)
99 (DO NOT READ) Don’t know/can’t say
SECTION F: NATIONALLY RECOGNISED TRAINING

IF D2a=1 ASK F1; ELSE GO TO SECTION G

F1 The next questions are about Nationally Recognised Training, that is, accredited training that leads to qualifications and credentials that are recognised across Australia.

(IF S9=1, RESPONDENT HAS BROCHURE:) REMIND RESPONDENT: The definitions of nationally recognised training are in the brochure.

IF D1=1, Say:
Please exclude all training undertaken as part of an apprenticeship or traineeship.

PRE F3a IF A6 = 2 or 99 CONTINUE, ELSE GO TO PRE F1b

F1a Approximately what percentage of employees have been provided with nationally recognised training over the last 12 months?

(INTERVIEWER NOTE: IF F1a = 0, GO BACK TO D2a AND CORRECT)

RECORD % ______

DATA ANALYST CHECK:
IF F1a = 0, GO BACK TO D2a
DK ALLOWED

PRE F1b IF A6 = 1 CONTINUE, ELSE GO TO F2

F1b Approximately, what percentage of employees have been provided with nationally recognised training over the last 12 months? (i.e. provided by your organisation or by an external training provider?)

(INTERVIEWER NOTE: IF F1b = 0, GO BACK TO D2a AND CORRECT)

RECORD % ______

DATA ANALYST CHECK:
IF F1b = 0, GO BACK TO D2a
DK ALLOWED
STREAM A CONTINUE, STREAM B GO TO PRE F4

F2 Why does your organisation arrange for employees to undertake nationally recognised training?

(PROBE FULLY)

(MULTIPLE CHOICE ALLOWED – DO NOT READ OUT)

02 Provides skills required for the job
03 Legislative, regulatory or licensing requirements
08 Career development/to increase or update skills
01 Maintaining professional standards/meeting industry standards
04 Improving quality of services/goods provided
09 Formalise qualifications/skills
06 Developing and maintaining a flexible and responsive workforce
07 To remain competitive
95 Other (please specify)
99 (DO NOT READ) Don’t know/can’t say

F3 Was the majority of the nationally recognised training provided, for a full qualification or was it for specific subjects or modules within a qualification?

(SINGLE RESPONSE)

01 Full qualification
02 Specific subjects/modules
99 (DO NOT READ) Don’t know/can’t say

STREAM B CONTINUE, STREAM A GO TO F9

F4 Was the MAJORITY of this training conducted by an external training provider, or was it conducted by your organisation?

(SINGLE RESPONSE)

01 External training provider GO TO F5
02 Conducted internally by organisation GO TO F9
99 (DO NOT READ) Don’t know/can’t say

F5 What type of organisations conducted the nationally recognised training for employees over the last 12 months?

(PROBE FULLY)

(MULTIPLE CHOICE ALLOWED)

01 TAFE
02 University
03 Private training provider (e.g. business college)
04 Professional or industry association
05 Supplier/manufacturer equipment and/or product
95 Other (please specify)
99 (DO NOT READ) Don’t know/can’t say
PRE F6  IF SINGLE RESPONSE AT F5 AND NOT CODE 95 GO TO F7, ELSE CONTINUE

F6  What type of organisation conducted the MAJORITY of the nationally recognised training for employees over the last 12 months?

(SINGLE RESPONSE)

01  TAFE
02  University
03  Private training provider (e.g. business college)
04  Professional or industry association
05  Supplier/manufacturer equipment and/or product
95  Other (please specify)
99  (DO NOT READ) Don’t know/can’t say  GO TO F9

F7  What were the main reasons for choosing<INSERT RESPONSE FROM F5 IF SINGLE RESPONSE/F6> over other types of providers to conduct most of your nationally recognised training?

(PROBE FULLY)

(MULTIPLE CHOICE ALLOWED – DO NOT READ OUT)

Updated codeframe with most common responses

02  Content of training courses was suitable
01  Only suitable provider available
03  Specialists/ have a high level of industry knowledge
04  Access/ convenient location
05  Convenient/flexible time
06  Used previously and was satisfied
07  Cost effective
09  Courses tailored to suit our needs
95  Other (please specify)
97  Cannot choose provider
99  (DO NOT READ) Don’t know/can’t say
The next questions are about your satisfaction with various aspects of nationally recognised training from your main training provider. That is, the [TAFE/ETC- deduce from F5/F6] that you use most often for nationally recognised training.

Please use the scale, very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied.

Thinking just about nationally recognised training provided through (MAIN PROVIDER), overall how satisfied or dissatisfied are you with...

**ROTATE ORDER**

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<td>05</td>
<td>97</td>
<td>99</td>
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And overall, how satisfied or dissatisfied are you with the nationally recognised training from (MAIN PROVIDER). Are you..

(READ OUT)

01 Very satisfied
02 Satisfied
03 Neither satisfied nor dissatisfied
04 Dissatisfied
05 Very dissatisfied
99 (DO NOT READ) Don’t know/can’t say
ASK ALL
F9

(STREAM B: That is all the questions about the providers that you use for your nationally recognised training. We would now like you to think about the impact this type of training has on your organisation.)

Thinking about the overall skill needs of your organisation, how satisfied or dissatisfied are you with nationally recognised training in providing employees with the required skills? Are you:

(READ OUT)

ROTATE DIRECTION OF SCALE

01 Very satisfied  GO TO SECTION G
02 Satisfied  GO TO SECTION G
03 Neither satisfied nor dissatisfied  GO TO SECTION G
04 Dissatisfied CONTINUE
05 Very dissatisfied CONTINUE
99 (DO NOT READ) Don’t know/can’t say  GO TO SECTION G

STREAM A CONTINUE, STREAM B GO TO SECTION G

F10 Why are you dissatisfied with nationally recognised training in providing employees with the required skills? (PROBE FULLY)

(MULTIPLE CHOICE ALLOWED – DO NOT READ OUT)

01 Training is poor quality/ low standard
02 Don’t teach relevant skills/ mismatch between skills taught
03 Not enough hands on/ practical skills taught
04 Qualification/ training too general/ not specific enough
08 Poor access/ availability of training (regional/ rural)
05 Trainers do not have enough skills/industry experience
10 It is too expensive
07 Standards are inconsistent across institutions
06 Training content outdated
09 Lack of flexibility with training/ too rigid (times and method)
95 Other (please specify)
99 (DO NOT READ) Don’t know/can’t say
SECTION G: UNACCREDITED TRAINING COURSES

IF D3a = 1 ASK G1, ELSE GO TO SECTION H

G1  Now I would like to ask you about UNACCREDITED training, that is, formal training that does NOT lead to a nationally recognised qualification. (IF S9=1, RESPONDENT HAS BROCHURE:)  REMIND RESPONDENT: The definition of unaccredited training is in the brochure.

Approximately what percentage of employees have been provided with any unaccredited training over the last 12 months?

(INTERVIEWER NOTE: IF G1 = 0, GO BACK TO D3a AND CORRECT)

RECORD % _____

DATA ANALYST CHECK:
IF G1 = 0, GO BACK TO D3a
DK ALLOWED

STREAM A CONTINUE, STREAM B GO TO G5

G2  Why does your organisation arrange for employees to undertake unaccredited training?

(PROBE FULLY)

(MULTIPLE CHOICE ALLOWED – DO NOT READ OUT)

02 Provides skills required for the job
01 Maintaining professional standards/meeting industry standards
03 Legislative, regulatory or licensing requirements
04 Improving quality of services/goods provided
05 Responding to new technology
06 Developing and maintaining a flexible and responsive workforce
08 To meet highly specific training needs
07 To remain competitive
95 Other (please specify)
99 (DO NOT READ) Don’t know/can’t say

G3  When selecting any of your unaccredited training, was there any comparable nationally recognised training available?

(If NECESSARY: Nationally recognised training is an accredited program of study that can lead to a qualification that is recognised nationally. This can apply to a whole course or components of a course, and can include Statements of Attainment, units of competency and modules. Recognised training can also be known as accredited training.)

01 Yes there was comparable nationally recognised training  CONTINUE
02 No, there was no comparable nationally recognised training  GO TO G5
03 Didn’t explore if there was any comparable nationally recognised training  GO TO G5
99 (DO NOT READ) Don’t know/can’t say  GO TO G5
G4 Why did your organisation choose unaccredited training over nationally recognised training?

(PROBE FULLY)

(MULTIPLE CHOICE ALLOWED – DO NOT READ OUT)

01 More cost effective
02 Prefer to use our own trainers/ our trainers meet our needs
08 Flexibility/ customised approach/ tailored to our needs
04 Convenient time/ flexible time
03 Access/ convenient location
06 Specialists/ have a high level of industry knowledge
05 Content of training course was suitable
10 Nationally recognised training not needed
95 Other (please specify)
99 (DO NOT READ) Don’t know/can’t say

STREAM B CONTINUE, STREAM A GO TO G10

G5 Was the MAJORITY of this unaccredited training conducted by an external training provider, or was it conducted by your organisation?

(SINGLE RESPONSE)

01 External training provider CONTINUE
02 Conducted internally by organisation GO TO G10
99 (DO NOT READ) Don’t know/can’t say GO TO G10

G6 What type of organisations conducted the unaccredited training for employees over the last 12 months?

(PROBE FULLY)

(MULTIPLE CHOICE ALLOWED – DO NOT READ OUT)

01 TAFE
02 University
03 Private training provider (e.g. business college)
04 Professional or industry association
05 Supplier/manufacturer equipment and/or product
95 Other (please specify)
99 (DO NOT READ) Don’t know/can’t say GO TO G10

PRE G7 IF SINGLE RESPONSE AT G6 AND NOT CODE 95 GO TO G8, ELSE CONTINUE

G7 What type of organisation conducted the MAJORITY of unaccredited training for employees over the last 12 months?

(PROBE FULLY – SINGLE RESPONSE ONLY)

01 TAFE
02 University
03 Private training provider (e.g. business college)
04 Professional or industry association
05 Supplier/manufacturer equipment and/or product
95 Other (please specify)
99 (DO NOT READ) Don’t know/can’t say GO TO G10
G8 What were the main reasons for choosing over other types of providers to conduct most of your unaccredited training? (PROBE FULLY)

(MULTIPLE CHOICE ALLOWED – DO NOT READ OUT)

Updated codeframe with most common responses

01 Only suitable provider available
02 Content of training courses was suitable
03 Specialists/ have a high level of industry knowledge
04 Access/ convenient location
05 Convenient/flexible time
06 Used previously and was satisfied
07 Cost effective
08 Expertise not available elsewhere
95 Other (please specify)
97 Cannot choose provider
99 (DO NOT READ) Don’t know/can’t say

G9 The next questions are about your satisfaction with various aspects of unaccredited training from your main training provider for. That is, the [TAFE/ETC- deduce from G6/G7] that you use most often for unaccredited training.

Please use the scale, very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied.

Please let me know if any of the questions are not applicable to your organisation.

Thinking just about unaccredited training from (MAIN PROVIDER) overall how satisfied or dissatisfied are you with…

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G9z And overall, how satisfied or dissatisfied are you with the unaccredited training from (MAIN PROVIDER). Are you...

(READ OUT)
01 Very satisfied
02 Satisfied
03 Neither satisfied nor dissatisfied
04 Dissatisfied
05 Very dissatisfied
99 (DO NOT READ) Don’t know/can’t say

ASK ALL

G10

(STREAM B: That is all the questions about the providers that you use for your unaccredited training. We would now like you to think about the impact this type of training has on your organisation.)

Thinking about the overall skill needs of your organisation, how satisfied or dissatisfied are you with unaccredited training in providing employees with the required skills? Are you...

(READ OUT –)

ROTATE DIRECTION OF SCALE

01 Very satisfied GO TO SECTION H
02 Satisfied GO TO SECTION H
03 Neither satisfied nor dissatisfied GO TO SECTION H
04 Dissatisfied CONTINUE
05 Very dissatisfied CONTINUE
99 (DO NOT READ) Don’t know/can’t say GO TO SECTION H

G11 (Removed for 2015)
SECTION H: ANYTHING FURTHER

ASK ALL

H1 That is all the questions we have to ask you. Is there anything further you would like to add about the vocational education and training system?

IF YES RECORD VERBATIM

95 Yes (specify)
97 No suggestions
99 (DO NOT READ) Don’t know/can’t say

THANK YOU SCRIPT

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used for research purposes only.

In case you missed it, my name is [name] from Wallis Market and Social Research, and this survey was undertaken on behalf of the Department of Education and Training. If you require any further information about the study, you can contact Wallis on 1800 113 444.

Thanks again for your time.

Q99END Thanks for your time, but before you go can I just ask whether your organisation has any employees (excluding the owner/operator)?

01 Yes CONTINUE
02 No employees TERMINATE
03 Refused to answer / could not obtain an answer CONTINUE
04 Was not able to ask question CONTINUE

Then...

Q77END RECORD REASON FOR REFUSAL

01 Refused to call qualifying person to the phone TERMINATE
02 Too busy / No time (appointment rejected) TERMINATE
03 Doesn’t want to tie up phone line TERMINATE
04 Employees don’t need training – thinks not suitable TERMINATE
05 Doesn’t do market research TERMINATE
06 Not interested in THIS research TERMINATE
07 Interviewed before / Too often TERMINATE
95 Other Refused (Specify) TERMINATE

Q88END RECORD REASON FOR TERMINATION

01 No one at this number fits the business name TERMINATE
02 Residential number TERMINATE
03 Relevant person not avail before 14 June TERMINATE
04 Language Problem (Specify) TERMINATE
05 Hearing Difficulties / Other incapable TERMINATE
06 Accountant / Solicitor TERMINATE
07 Closed down / in liquidation / out of business TERMINATE
95 Other (Specify) TERMINATE