

Assessing the Net Added Value of Adult Advice and Guidance Technical Report

Emma Pollard and Siobhan Tuohy
Institute for Employment Studies
Claire Lister, Ipsos MORI

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*Emma Pollard and Siobhan Tuohy
Institute for Employment Studies
Claire Lister, Ipsos MORI*

Prepared by:

INSTITUTE FOR EMPLOYMENT STUDIES

Mantell Building

University of Sussex

Falmer

Brighton BN1 9RF

UK

Tel. + 44 (0) 1273 686751

Fax + 44 (0) 1273 690430

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The main report for this study (RR825A) is available from the DfES website.

1 Introduction

This is a report on the survey and analysis methods used in a follow-up study of adult users of information, advice and guidance. The study aimed to assess the net added value of adult advice and guidance over that of information only in terms of learning, work and career outcomes. Both the initial study (wave one) and this follow-up study (wave two) were carried out on behalf of the Department for Education and Skills (DfES) by the Institute for Employment Studies supported by Ipsos MORI.

Findings from the research and further information about the survey background and methodology are published separately. Interim findings (from wave one) are published as 'Intermediate Impacts of Advice and Guidance' DfES Research Report 638. Overall findings (from both waves) are published as 'Assessing the Net Added Value of Adult Advice and Guidance', DfES Research Report 825A.

1.1 Overview of methodology

The overall research involved three phases: a development phase, the wave one survey and the wave two (follow-up) survey. During the development phase in 2003 the research team undertook a critical review of relevant literature to assess the main policy issues and to draw lessons from the research methodologies utilised in order to refine the proposed research approach. Also during the development phase the population of service users was defined (see below). The wave one survey in 2004 established a large and unbiased sample to both enable control and treatment groups to be established and to allow for tracking of outcomes over time. This first survey collected information through a 30 minute telephone interview on variables that could affect or influence learning, work and career outcomes and also measured the short-term impact of information, advice and guidance on service users. The second or follow-up survey in 2006 collected further evidence on the observable and attitudinal or behavioural outcomes of information, advice and guidance for the group of surviving respondents. This second survey was also conducted via telephone interview but the interview was shorter at 25 minutes.

The following sections of this technical report give more detailed descriptions of how individuals were sampled and surveyed, and how the data were analysed.

2 Research Design

2.1 Sample design - wave one

The first study (wave one) involved interviews with 4,361 adults. The survey population for the first wave consisted of adults in England who had received information (I), advice (A) or guidance (G) from a known source between autumn 2003 and spring 2004, and was restricted by age (all aged 20 or above) and qualification level (all qualified to NVQ level 2 or below).

The original sample was constructed to include all recipients of IAG and to allow for comparing the experiences and attitudes of those who received a more intensive type of intervention, ie Advice or Guidance (the 'treatment' group) with those who had only received Information (the 'control' group). This decision was taken in an attempt to control, as much as possible, for endogenous factors (such as levels of motivation to change, propensity to seek help), by concentrating the study on those seeking and receiving at least Information, rather than looking at the general population in totality (ie by not including those who were not seeking any help at all).

Three different sample sources were selected for the study: **learnirect**, JobCentre Plus and LSC (Learning and Skills Council)/IAG Partnerships (now known as nextstep). It was intended that **learnirect** would be the main provider of the Information or control sample; that the JobCentre Plus client base would provide sample for the treatment group, as all clients receive at least advice (A); and that LSC/IAG Partnerships would provide sample for both the control and treatment groups. The **learnirect** sample was drawn from one single source as was the JobCentre Plus sample, but as LSC/IAG Partnerships involved a wide variety of partnerships and providers, the sample was drawn from a random sample of 18 partnerships. These partnerships were: Berkshire IAG Partnership, Coventry and Warwick IAG Partnership, Derbyshire IAG Partnership, Essex IAG Partnership, Humberside IAG Partnership, Kent and Medway IAG Partnership, London South IAG Partnership, London West IAG Partnership, Milton Keynes IAG Partnership,

Norfolk IAG Partnership, Nottinghamshire IAG Partnership, South Yorkshire IAG Partnership, Staffordshire IAG Partnership, Sussex IAG Partnership, The Black Country IAG Partnership, Tyne and Wear IAG Partnership, West of England IAG Partnership, and West Yorkshire IAG Partnership.

The selected Partnerships, **learn**direct and JobCentre Plus were then asked to provide details of all their clients who met the criteria (in terms of age, qualification level and contact date). A random sample of clients were drawn from the **learn**direct and JobCentre Plus samples, using a 'one-in-n' approach, along with the entire sample provided by the selected Partnerships and this provided a total sample of 20,281. Table 2.1 reports the total number of leads issued, the number of interviews achieved, the number of refusals and ineligible respondents, as well as the adjusted response rate for each sample source.

Table 2.1: Detailed response rates by source provider

	learn		Jobcentre		LSC/IAG		Total	
	N	%	N	%	N	%	N	%
Total sample drawn	12,786	100	1,910	100	5,585	100	20,281	100
Eligible sample:								
Completed interviews	2,980	23.3	395	20.7	986	17.7	4,361	21.5
Respondent refusal	2,913	22.8	373	19.5	1,182	21.2	4,468	22.0
Other refusal	177	1.4	22	1.2	71	1.3	270	1.3
Still active/reached max. number of calls	708	5.5	210	11.0	339	6.1	1,257	6.2
Ineligible sample:								
Ineligible for this project	177	1.4	50	2.6	120	2.1	347	1.7
Screened out	1,534	12.0	161	8.4	814	14.6	2,509	12.4
Moved	410	3.2	87	4.6	225	4.0	722	3.6
Not available during fieldwork	125	1.0	9	0.5	48	0.9	182	0.9
Other reasons for ineligibility	298	2.3	54	2.8	217	3.9	569	2.8
Incorrect telephone number	1,650	12.9	180	9.4	767	13.7	2,597	12.8
Number out of service	1,187	9.3	175	9.2	418	7.5	1,780	8.8
Still active/reached max. number of calls	627	4.9	194	10.2	398	7.1	1,219	6.0
Total Valid Sample	6,778	53.0	1,000	52.4	2,578	46.2	10,356	51.1
Completed interviews	2,980	23.3	395	20.7	986	17.7	4,361	21.5
Refusal/still active/max number of calls reached	3,798	29.7	605	31.7	1,592	28.5	5,995	29.6
Adjusted Response Rate		44.0		39.5		38.2		42.1

Note: In total, 2,476 leads were still being called at the end of the survey. Many of these leads had been called well over ten times, but without a final outcome. Because it is not possible to be definite over whether or not they would have been a valid sample (eg the named person may not live there anymore, or they may have been screened out at the beginning of the questionnaire), these numbers have been allocated as valid/invalid in the same proportion as the rest of the sample, ie 51 per cent: 49 per cent overall.

Source: IES/MORI, 2004

At wave one a total of 4,361 adults were interviewed including 2,980 from **learnirect**, 395 from JobCentre Plus and 986 from LSC/IAG Partnerships. This gives an overall valid response rate of 42.1 per cent.

Despite intentions, it was not possible prior to the survey to determine exactly what level of service an individual had received and therefore to assign them to either the control or treatment group. As a result the wave one survey had to determine the level of intervention received through a respondent self reported measure. This measure was tested thoroughly before use. Combining sample source and self reported measure of level of service accessed shows how the responding sample at wave one were assigned to the control and treatment groups (see Table 2.2).

Table 2.2: Breakdown of I (control) and A/G (treatment) groups by sample source (%)

Provider source	learnirect	IAGP	Jobcentre Plus	Total N
I group	53	39	32	2,066
A/G group	47	61	68	2,220
Total (N)	2,931	971	384	4,286

Note: Using this measure of control and treatment groups means that 74 individuals are excluded from analysis as they were unable to recall the nature of the intervention they had received

Source: IES/MORI, 2004

2.2 Sample design - wave two

Of the 4,361 respondents to wave one, 3,335 of these (77 per cent) agreed to be re-contacted for this follow-up survey essentially providing the starting sample. All these individuals were sent an advance letter to inform them that they would soon be contacted by an Ipsos MORI telephone interviewer, to explain the aims of the survey and to encourage participation (see section 5.3 for a copy of this contact letter).

Table 2.3 reports the total number of leads issued for wave two, the number of interviews achieved, the number of refusals and ineligible respondents, as well as the calculated adjusted response rate.

As the table shows, there was a relatively large proportion of numbers being out of service or incorrect ('bad numbers') as individuals had moved. This is likely to be explained by the length of time that elapsed between the first survey and the follow-up (wave one and wave two). A number of techniques were employed to try to reduce these bad numbers including:

- sending a newsletter to all respondents to wave one feeding back results from the first survey and asking for any changes in contact details (see section 5.2 for a copy of the newsletter)

- contacting individuals a number of times (at least 25 times) and at various times of the day/different days of the week, and
- trying to find alternative telephone numbers for respondents including using telephone look-ups to find landline numbers for those who had given mobile numbers only.

However it is important to note the number of refusals was relatively low, giving a response rate of 71 per cent for those that were contacted during the fieldwork period. In total, 1,273 IAG recipients were interviewed. This represents an overall adjusted response rate was 60 per cent.

Table 2.3: Detailed response rates

	Sample	
	N	%
Total sample	3,335	100
Eligible sample:		
Completed interviews	1,273	38
Respondent refusal	514	15
Other refusal	0	0
Still active/reached max. number of calls	339	10
Ineligible sample:		
Ineligible for this project	0	0
Screened out	0	0
Moved	159	5
Not available during fieldwork	12	0.5
Other reasons for ineligibility	0	0
Incorrect telephone number	580	17
Number out of service	264	8
Still active/reached max. number of calls	191	6
Total valid sample	2,126	64
Completed interviews	1,273	38
Refusal/still active/max number of calls reached	853	26
Adjusted response rate		60

Note: In total, 530 leads were still being called at the end of the survey. Nearly all of these leads (95 per cent) had been called well over 10 times, but without a final outcome. It is assumed that these numbers would have a similar profile to the overall sample, and so have been allocated as valid/invalid in the same proportion as the rest of the sample, ie 64:36 per cent overall

Source: Ipsos MORI, 2006

3 Fieldwork

3.1 Survey development and fieldwork - wave one

The wave one survey was conducted by telephone, by MORI Telephone Surveys (MTS) using Computer Aided Telephone Interviewing (CATI). Interviews took an average of 30 minutes each and took place between 28 July and 30 September 2004. The wave one survey collected detailed information on variables that could affect or influence outcomes, and focused on: work situation, work history, current and recent involvement in learning and training, current qualification level, attitudes to work and learning, satisfaction with work and learning achievements, work and learning plans for the future, and type of careers support received and the perceived positive effects of this (see section 5.1 for a copy of the wave one survey questionnaire).

3.2 Survey development and fieldwork - wave two

The questionnaire for this wave two survey was designed by the Institute for Employment Studies (IES), with input from Ipsos MORI. The questionnaire used many of the questions from the wave one survey, however some questions were deleted, new questions were added to address issues of policy relevance and revisions to existing questions were made. Importantly, the questionnaire length was reduced from 30 minutes to 25 minutes by removing unnecessary questions such as some of the detailed personal questions which were asked in the first survey (eg gender, ethnicity and age).

The questionnaire covered the following topics:

- current work situation and recent work history (since wave one, including changes in work situation)
- outcomes of learning reported at wave one, current and recent involvement with learning and training activities, and current qualification levels

- recent IAG services accessed (since wave one), nature of support received, motivation for seeking help, and satisfaction with IAG intervention. Plus use of the internet as a source for information, advice and self-assessment; and willingness to pay for IAG services
- general attitudes towards learning/training, and satisfaction with own work and learning/training achievements
- plans for the future in terms of career mobility and intention to pursue learning/training opportunities
- perceived positive effects of IAG intervention
- personal details including source and level of income (see 5.4 for a copy of the wave two questionnaire).

The questionnaire was programmed into CATI format and several logic and consistency checks were included to minimise keying errors and implausible answers. As much of the questionnaire was repeated from wave one and therefore thoroughly tested a small pilot of 15 telephone interviews was conducted prior to the main stage fieldwork to test the new questions and check the questionnaire length and flow. A few minor amendments to the questionnaire were made as a result of the pilot, mainly to ensure the average questionnaire length did not exceed 25 minutes.

The interviewing was conducted by telephone, by Ipsos MORI Telephone Surveys (MTS), using Computer Assisted Telephone Interviewing (CATI). All interviewers were fully briefed prior to starting the fieldwork. The telephone interviews took place between 26 May and 30 June 2006.

4 Matching and Weighting

The primary objective of the research was to assess the effectiveness of IAG services on outcomes for individuals, essentially to establish a causal connection between the IAG intervention and an outcome; and then to track changes over time. A number of techniques were used to analyse the data in order to a) compare the outcomes of a control and a treatment group; and b) to explore changes over time from wave one to wave two of the study.

4.1 Comparing outcomes of a control and treatment group in an non experimental design

A control group of low-level service users was determined to demonstrate the counterfactual position – to demonstrate what would have happened to individuals if they had not accessed in-depth IAG services (essentially the absence of treatment of advice and/or guidance). The outcomes of the two groups could then be compared, and any differences in the outcomes would represent the added value of the additional services provided to the treatment group.

However, in using a control group, it is advisable to match them to the ‘treatment’ sample on observable characteristics, eg gender, age, activity status/history, educational attainment etc. This is important as the control group are likely to differ from the treatment group in a number of ways and these differences may explain differences in outcomes rather than the different treatments received. For example, even if there was no additional impact of in-depth IAG support, the treatment group might be expected to outperform the control group because they are, say, better educated with greater work experience, or simply have higher motivation levels to progress. Or conversely, even if the additional level of IAG were to have an impact, it might not raise the outcomes of the treatment group sufficiently to show an effect in comparison to the low-level service user (or control) group.

One way around the potential bias of a control group is to use propensity score matching (PSM; Rosenbaum and Ruben, 1983; 1985)¹. This technique has been used recently in the evaluation of the impact of the Education Maintenance Allowance (Ashworth et al., 2001; 2002)², the New Deal for the Long-term Unemployed (Lissenburg, 2001)³, and the New Deal for Lone Parents (Phillips et al., 2003)⁴. The essence of the technique is to find a person in the control group who is as similar as possible to one in the treatment group and to pair off these matched-individuals. This is done for all the individuals in the treatment group. The degree of similarity is measured by the propensity score. This propensity score is derived from a regression of the probability of a person being in the control group conditional upon the characteristics of that individual. If all the characteristics that influence the outcomes are included in the model, PSM provides matched groups that are equivalent to the random allocation of people to treatment and control groups.

The PSM technique, specifically kernel matching, was used at wave one to match the control and treatment groups as closely as possible and the results of the analysis presented in the first research report 'Intermediate Impacts of Advice and Guidance' (DfES Research Report 638) indicate that the process was successful (see also Table 4.1 below).

4.2 Comparing outcomes over time

There was significant attrition (loss of respondents from wave one to wave two) present in the wave two survey, therefore to allow comparability between waves non-response weights were generated that would also take into account the need to keep the control and treatment groups as well-matched as possible. These weights essentially weight the wave two dataset up to the same size as the wave one respondent population and this allows aggregate comparison of the control and treatment groups at wave one and at wave two, to measure changes over time for

¹ Rosenbaum P R, Rubin D B (1983), 'The central role of the propensity score in observational studies for causal effects', *Biometrika*, 70, 41-55. Rosenbaum P R, Rubin D B (1985), 'Constructing a control group using multivariate matched sampling methods that incorporate the propensity score', *The American Statistician*, 39, 33-38.

² Ashworth K, Hardman J, Hartfree Y, Maguire S, Middleton S, Smith, D, Dearden L, Emmerson C, Frayne C, Meghir C (2002), *Education Maintenance Allowance: The First Two Years A Quantitative Evaluation*. Department for Education and Skills, Research Report 352 CRSP 2393; Ashworth K, Hardman J, Woon-Chia Liu, Maguire S, Middleton S, Dearden L, Emmerson C, Frayne C, Goodman A, Ichimura H, Meghir C, (2001), *Education Maintenance Allowance: The First Year. A quantitative evaluation*, DfEE RR 257.s.

³ Lissenburg S (2001), 'ND25+ Pilots: Quantitative Evaluation Using Stage 2 Survey', Employment Services Research Report No. 81.

⁴ More information can be found in The New Deal for Lone Parents: Technical Report for the quantitative survey (Phillips M, Pickering K, Purdon S and Hales, J) 2003.

both groups. The process involved a number of key steps and generated a complex weight variable.

To generate this set of complex weights, the pattern of non-response was firstly modelled as non-response was found to be non-random. The modelling process used logistic regression with separate models produced for the control group (I) and the treatment group (AG). In the model the dependent variable was taken to be whether, or not, the individual responded at wave two (1=yes, 0=no). The independent variables included in the model were the same variables as those used to generate the propensity score matching model described above¹ as well as including qualification level and learning history and are noted in Table 4.1. All independent variables used were key labour market and learning statistics gathered at the wave one survey, baseline figures and which would not have been altered by receiving either I or A/G.

Table 4.1: Variables used in the Logistic Regression to determine the non-response weighting for wave two data

Variable Label	Description
nq1	Age (continuous)
Parent33	What degree of parental responsibilities does the individual have (single parent, shares parenting responsibilities, not responsible for dependent children)
Carer33	What degree of caring responsibilities does the individual have (single carer, shares caring responsibilities, no caring responsibilities)
Disab33	Does the individual have a disability (yes or no)
Dateln333	When did the individual have most learning (seven categories ranging from still learning through to most recent learning over 20 years ago)
Lmstat3	Level of labour market activity (active, semi-active, not active)
Newinform01	Whether done any informal learning in past 3 years (to wave one survey)
Newform01	Whether done any formal learning in past 3 years (to wave one survey)
Ethnicity3	Ethnicity (white, mixed/other/Chinese, Asian or black)
Chil5	Number of children under 5 (continuous)
Havechil18	Have a child between 5 and 18 (yes or no)
Male	Gender
Q69_1new	Done full-time study leading to qualification in past 3 years
Q69_2new	Done part-time study leading to qualification in past 3 years
Q69_3new	Done taught course to help get a job in past 3 years
Q69_4new	Done course in driving/music/art/craft/sport in past 3 years
Q69_5new	Evening class (that does not lead to a qualification)
Q69_6new	Done self-directed learning from materials provided by employer or training provider in past 3 years
Uhistory	Unemployment history in last 5 years
Quallev33check	Qualification level
Learnhst33	Type of learner over the past 3 years (continuous, current but not previous, not current but previous, non-learner)

Source: IES, 2006

¹ A number of these variables were inputted as categorical rather than binary variables and a missing category included as one of the categories.

The next step involved calculating the reciprocal of the predicted possibilities generated by the two logistic regression models to provide a weight variable with which to adjust the data. However, as there were some extreme values for these weights, such as values over 1,000, all non-response weights in the bottom ten per cent and top ten per cent of the distribution were scaled upwards or downwards respectively to decrease the spread of the weights. The next step was to multiple the trimmed non-response weight values by the PSM (propensity score matching) weight generated at wave one. Finally, an adjustment was made to ensure the distribution of the control group weight values and the treatment group weight values were consistent across waves one and two – a post-stratification adjustment.

A similar post-stratification technique has been used in a recent evaluation of the New Deal for Lone Parents. More information can be found in Technical Report for the New Deal for Lone Parents quantitative survey undertaken by M Phillips, K Pickering, S Purdon and J Hales in 2003.

The stages to creating the post-stratification weight were:

1. to divide the propensity scores of the weighted treatment (A/G) group at wave one into five groups of approximately the same size
2. to use the values (as shown in Table 4.2) which defined these five percentile groupings to define strata for the propensity scores of the wave two treatment and control groups (A/G and I groups respectively)
3. and then, estimate the weighted proportion of the population at wave two (using the interim weight as described by the process above) in each stratum for the I and AG groups separately. Finally, compare the wave two weighted proportions with their respective weighted proportions at wave one, and calculate the adjustment required to make them equal. Together these constituted the post-stratification weight.

Table 4.2: Percentile values used to define stratum (AG wave one group, weighted)

Percentiles	Stratum
20	.4712
40	.5105
60	.5436
80	.5945
100	.7988

Base: 2,273 (unweighted)

Source: IES, 2006

Table 4.3 shows, for the I and AG group separately, the weighted proportions within each stratum at wave one and those at wave two and the post-stratification weight used for individuals within each stratum.

Table 4.3: Post-stratification weights

Stratum	I group			A/G group		
	w1 population	w2 population	Post-stratification weight	w1 population	w2 population	Post-stratification weight
1	460	1,118	0.411	454	970	0.468
2	507	1,155	0.439	456	1048	0.435
3	423	1,044	0.405	454	1134	0.400
4	457	863	0.530	455	950	0.479
5	426	915	0.466	454	986	0.460
Base (all, unweighted)	2,088	595		2,273	678	

Note: this table is based on weighted wave one and wave two data although the unweighted base is shown

Source: IES, 2006

Therefore the final complex weight used in the analysis to account for attrition was the combined non-response weight, wave one PSM weight and post-stratification weights (see Table 4.6 for outcomes of the weighting process on key sample characteristics).

4.3 Comparing outcomes captured at wave two only - re-matching the surviving control and treatment groups

In order to analyse new data captured at wave two (that was not also captured at wave one) it was necessary to re-match the surviving control and treatment group members, using the kernel propensity score matching technique as described above. The same variables used in the PSM procedure at wave one were used to re-match at wave two (see Table 4.4). These variables were the personal, work and learning characteristics that were recorded at wave one, not those captured at wave two, as these baseline characteristics could not have been altered by the Information, Advice and Guidance support received.

Unless otherwise stated, all variables are coded as dummy variables (1 = yes, 0 = no). Given that there was some missing data on all variables, and that the PSM procedure will not include cases with any missing values on the predictor variables, the reference value for the majority of the categorical variables above (eg ethnicity, caring

responsibilities etc.) is ‘missing’.¹ The outcomes of the PSM process are shown in Table 4.5, and the effect on the sample characteristics are indicated in Table 4.6.

Table 4.4: Variables used in the matching analysis

Variable Label	Description
Active	Currently active in the labour market**
Semacti	Currently semi-active in the labour market
Notacti	Currently not active in the labour market
Lmhist2	Unemployed now
Lmhist3	Working now, period unemployment past 5 years
Lmhist4	Working now, no period unemployment past 5 years
Tenure	Number of months in employment in past 5 years (continuous)
Lastune1	Been unemployed in past year
Lastune2	Last unemployed between 1 and 5 years ago
Lastune3	Never unemployed
Lastune4	Never worked
Q69_1new	Undertaken full-time study leading to qualification in past 3 years
Q69_2new	Undertaken part-time study leading to qualification in past 3 years
Q69_3new	Undertaken taught course to help get a job in past 3 years
Q69_4new	Undertaken course in driving/music/art/craft/sport in past 3 years
Q69_5new	Evening class (that does not lead to a qualification)
Q69_6new	Undertaken self-directed learning from materials provided by employer or training provider in past 3 years
Gender	Gender
Ethnic1	White
Ethnic2	Mixed/other/Chinese
Ethnic3	Asian
Ethnic4	Black
Parent1	Single parent**
Parent2	Shares parenting responsibilities
Parent3	Not responsible for dependent children
Chil5	Number of children under 5 (continuous)
Chil18	Number of children between 5 and 18 (continuous)
Carer1	Single carer
Carer2	Shares caring responsibilities
Carer3	No caring responsibilities
Disab1	Has a disability
Disab2*	Does not have a disability

¹ However in the case of labour market status the reference category is active/missing and for parental responsibilities it is single parent/missing. This is because there were only small numbers of missing data.

Variable Label	Description
Nq1	Age (continuous)
Datelr_a	Still learning
Datelr_b	Most recent learning 1 year ago
Datelr_c	Most recent learning 2 years ago
Datelr_d	Most recent learning 3-4 years ago
Datelr_e	Most recent learning 5-10 years ago
Datelr_f	Most recent learning 11-20 years ago
Datelr_g	Most recent learning over 20 years ago
Form01psm	Whether undertaken any formal learning in past 3 years
Inform01psm	Whether undertaken any informal learning in past 3 years

* Some extra dummy variables were created to allow a category for 'missing data'

** The number of missing data was small for some variables, therefore missing was combined with one of the other categories to be the reference category

Source: IES/MORI, 2004

Table 4.5: Probit model of participation in treatment group (receiving Advice and Guidance) - PSM kernel method

Contreaf	Coef.	Std. Err.	z	P>z	[95% Conf.	Interval]
Semacti	-.3286728	.5435902	-0.60	0.545	-1.39409	.7367445
Notacti	-.1494	.5435984	-0.27	0.783	-1.214833	.9160333
nq1	-.0086187	.0037283	-2.31	0.021	-.0159261	-.0013114
lmhist2	1.315842	.8341948	1.58	0.115	-.3191493	2.950834
lmhist3	.9390603	.7989894	1.18	0.240	-.6269301	2.505051
lmhist4	1.014604	.80487	1.26	0.207	-.5629124	2.59212
Tenure	.0017075	.0023183	0.74	0.461	-.0028363	.0062513
lastune1	.0623299	.2946813	0.21	0.832	-.5152349	.6398946
lastune2	-.2440065	.2942755	-0.83	0.407	-.820776	.3327629
lastune3	-.2510243	.3037425	-0.83	0.409	-.8463488	.3443001
lastune4	1.537265	.8291192	1.85	0.064	-.0877791	3.162309
q69_1new	.7266535	.3415593	2.13	0.033	.0572096	1.396097
q69_2new	.69252	.3752614	1.85	0.065	-.0429788	1.428019
q69_3new	.0065186	.156931	0.04	0.967	-.3010605	.3140978
q69_4new	.2079596	.1650275	1.26	0.208	-.1154884	.5314075
q69_5new	.0452153	.1849554	0.24	0.807	-.3172906	.4077213
q69_6new	.1256559	.1691417	0.74	0.458	-.2058557	.4571676
Male	.074031	.0826649	0.90	0.370	-.0879893	.2360513
parent2	-.0026644	.1140581	-0.02	0.981	-.2262141	.2208853
parent3	.1248704	.137704	0.91	0.365	-.1450245	.3947652

Contreaf	Coef.	Std. Err.	z	P>z	[95% Conf. Interval]
chil5	.0715323	.0785208	0.91	0.362	-.0823656 .2254301
chil18	.0673695	.044712	1.51	0.132	-.0202644 .1550034
carer1	.7706586	.879009	0.88	0.381	-.9521675 2.493485
carer2	.0442388	.8682651	0.05	0.959	-1.65753 1.746007
carer3	.2692285	.8554609	0.31	0.753	-1.407444 1.945901
disab1	-.3845351	.7776143	-0.49	0.621	-1.908631 1.139561
disab2	-.3751343	.7746474	-0.48	0.628	-1.893415 1.143147
ethnic1	.0726437	.4575751	0.16	0.874	-.824187 .9694743
ethnic2	.3089778	.5090764	0.61	0.544	-.6887935 1.306749
ethnic3	.1354197	.4896061	0.28	0.782	-.8241907 1.09503
ethnic4	-.0372389	.48066	-0.08	0.938	-.9793152 .9048375
datelr_a	.0148441	.1158071	0.13	0.898	-.2121336 .2418219
datelr_b	.0838545	.1376627	0.61	0.542	-.1859594 .3536684
datelr_c	-.0820895	.1588476	-0.52	0.605	-.3934251 .2292461
datelr_d	-.2644542	.1559968	-1.70	0.090	-.5702024 .041294
datelr_f	-.2312322	.1688408	-1.37	0.171	-.5621542 .0996897
datelr_e	-.2481465	.1369229	-1.81	0.070	-.5165104 .0202174
datelr_g	-.0866891	.2057647	-0.42	0.674	-.4899805 .3166022
form01psm	-.6906988	.3928547	-1.76	0.079	-1.46068 .0792823
inform01psm	-.1587129	.1804996	-0.88	0.379	-.5124856 .1950599
_cons	-.6057859	1.471725	-0.41	0.681	-3.490313 2.278741

Note: Number of observations = 1,273; Chi-square (40 degrees of freedom) = 59.71 (p=0.0232); Log likelihood= -849.81525. lmhist1 was dropped from the analysis due to collinearity

Source: IES, 2006

Analysis of the retained wave two sample, indicates that the only variables significantly¹ predicting participation in the treatment group (receiving A/G) as opposed to participation in the control group (receiving I only) were:

- age
- whether the respondent had undertaken full-time study leading to a qualification in the three years prior to the wave one study.

¹ Significant at the 5 per cent level.

4.4 Results of weighting and matching processes

Table 4.6: Respondent profile - pre- and post-matching/weighting

	Wave One sample		Retained sample at Wave Two					
	PSM matched (weight one)		Pre-weighting		PSM Rematched (weight three)		Complex weighting (weight two)	
	I group	AG group	I group	AG group	I group	AG group	I group	AG group
Gender: Female	62	61	66	64	64	64	62	62
Gender: Male	38	39	34	36	37	36	38	38
Age: 20 to 25	27	29	16	23	20	23	25	29
Age: 26 to 35	32	31	28	30	32	29	32	30
Age: 36 to 50	33	32	45	37	40	37	36	32
Age: Over 50	8	8	11	11	9	11	6	9
Ethnicity: White	80	80	87	86	86	86	82	81
Ethnicity: BME	18	19	12	14	14	14	17	18
Ethnicity: Unspecified	1	1	1	1	1	1	1	1
Highest qual (w1): 0	25	26	20	23	19	23	24	25
Highest qual (w1):1	50	46	55	48	54	48	50	46
Highest qual (w1):2	25	28	25	28	26	28	25	29
Highest qual (w1):3+	1	1	1	1	1	1	1	1
Health prob/disab: Yes	15	15	15	16	14	16	14	15
Health prob/disab: No	85	85	85	84	86	84	86	85
Single parent	17	17	16	16	16	16	18	17
Shares caring	34	34	41	40	40	40	34	35
No parental resps	49	49	43	44	45	44	49	48
Deps <5: Yes	26	27	26	27	28	28	26	27
Deps <5: No/missing	74	73	75	73	72	73	74	74
Deps <18: Yes	36	37	58	57	40	43	36	38
Deps <18: No/missing	64	63	42	43	60	57	64	62
Yes (lone carer)	4	4	2	4	4	4	3	4
Yes (shares caring)	5	5	7	4	4	4	5	5
No caring resps	91	91	91	91	92	91	92	91
LM status (w1): Active	57	56	61	57	58	57	57	56
Semi-active	24	25	20	21	20	21	24	24
Inactive	19	19	19	22	22	22	18	19
Continuous learner	10	11	9	13	10	13	10	11
Current learner (w1)	15	14	14	15	16	15	15	14
Some prior learning	34	33	36	35	37	35	33	34
No learning	41	41	42	37	37	37	42	41
Base (N)	2,273	2,273	595	678	677	677	2,273	2,272

Source: IES/MORI, 2004 and 2006

5 Survey Instruments and Research Documents

5.1 Wave one questionnaire (p.19)

5.2 Wave two newsletter (p.52)

5.3 Wave two survey letter (p.56)

5.4 Wave two questionnaire (p.57)

Impact of IAG interventions on adults
Main stage questionnaire final version, 17 June 2004

Address Number:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
()	()	()	()

Sample point name:

Interviewer Declaration

I confirm that I have carried out this Interview face-to-face with the named person of the address attached and that I asked all the relevant questions fully and recorded the answers in conformance with the survey specification and within the MRS Code of Conduct and the Data Protection Act 1998.

Signature:

Interviewer Name (CAPS):

.....

Interviewer Number:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	/	<input type="text"/>
()	()	()	()		()

Day of Interview 1 2 3 4 5 6 7
 (Mon) (Thur) (Sun) ()

Date of Interview: / /04 ()

Length of Interview: (minutes) ()

INTERVIEWER RECORD START TIME

Hours

Mins

INTRODUCTION/CONFIDENTIALITY

Good morning/afternoon. I would like to speak to ****

I am ***, from MORI, an independent research organisation.

We are conducting a survey of people who have recently received information or advice about their career, job, courses they might want to do or other types of learning.

We'd like to find out a bit more about why you sought out this information and/or advice, what you thought of the service you received and whether you plan to do anything as a result.

This is an important study for the government department responsible for funding advice and information services (the Department for Education and Skills), and the results will be used to find out what works and what doesn't, and hopefully to improve things in the future. This interview should take no more than 30 minutes.

We are looking to speak to particular groups of people, therefore I would first like to ask a few questions about you. We can assure you that the survey is confidential, and that no information about you will be passed on to the Government, or anyone else. The information will be used anonymously to find out whether receiving this sort of information and advice really does help people.

Q1. Could you tell me your age please?

Age

()

()

IF 20 OR OVER: CONTINUE
IF UNDER 20: CLOSE

()

Refused

1

CLOSE

Q2. **Can you tell me, what is the highest level of formal qualification you have?** SPONTANEOUS PRE-CODE. INTERVIEWER NOTE: PLEASE CODE THE HIGHEST ONLY. IF RESPONDENT DOES NOT KNOW OR IS UNSURE WHICH ONE IS THE HIGHEST, PLEASE CODE ALL MENTIONED.

Q3. **And what year did you complete this qualification? Can you remember which month it was?** RECORD DATE IN MONTH AND YEAR.

		Q2	Q3 FINISHED Month Year	
1	Degree Level Qualification including Graduate Membership of a Professional Institute or PCGE or Higher	1	CLOSE	
2	HNC/HND	2	CLOSE	
3	ONC/OND	3	CLOSE	
4	BTEC, BEC or TEC	4		GO TO Q8
5	SCOTVEC, SCOTEC or SCOTBEC	5		GO TO Q9
6	Teaching Qualification (Excluding PGCE)	6	CLOSE	
7	Nursing or Other Medical Qualification	7	CLOSE	
8	Other Higher Education Qualification	8	CLOSE	
9	A Level/Vocational A Level or Equivalent	9		GO TO Q4
10	Scottish highers/SCE Highers	10		GO TO Q5
11	NVQ/SVQ	11		GO TO Q14
12	GNVQ/GSVQ	12		GO TO Q13
13	AS Level	13		GO TO Q6
14	Certificate Of Sixth Year Studies (CSYS) Or Equivalent	14	CLOSE	
15	O Level Or Equivalent	15		GO TO Q10
16	SCE Standard/Ordinary (O) Grade	16		GO TO Q10
17	GCSE	17		GO TO Q10
18	CSE	18		GO TO Q10
19	RSA	19		GO TO Q11
20	City and Guilds	20		GO TO Q12
21	YT Certificate	21		GO TO Q15
22	Any Other Professional/Vocational Qualification/Foreign Qualifications	22		GO TO Q15
23	Diploma in Higher Education	23	CLOSE	
24	National Qualifications (Scotland)	24		GO TO Q7
25	National Certificate in Literacy & Numeracy	25		GO TO Q15
26	Other (PLEASE SPECIFY)	26		GO TO Q15
27	Don't know	27		GO TO Q15

IF HOLDING A LEVELS. (CODE 9) AT Q2
 Q4. **How many A levels do you hold?** READ OUT AND CODE ONE ONLY

1	One A level (or equivalent)	1	GO TO Q15
2	More than one A level	2	CLOSE
3	Don't know	3	GO TO Q15

IF HOLDING SCOTTISH HIGHERS. (CODE 10) AT Q2
 Q5. **How many Scottish Highers do you hold?** READ OUT AND CODE ONE ONLY

1	1 or 2 SCE highers	1	GO TO Q15
2	3 or more SCE highers	2	CLOSE
3	Don't know	3	GO TO Q15

IF HOLDING A/S LEVELS. (CODE 13) AT Q2
 Q6. **How many A/S levels do you hold?** READ OUT AND CODE ONE ONLY

1	1 A/S level	1	
2	2 or 3 A/S levels	2	GO TO Q15
3	4 or more passes at this level	3	CLOSE
4	Don't know	4	GO TO Q15

IF HOLDING NATIONAL QUALIFICATIONS. (CODE 24) AT Q2
 Q7. **How many national qualifications do you hold?** READ OUT AND CODE ONE ONLY

1	Access level	1	
2	Intermediate level 1	2	GO TO Q15
3	Intermediate level 2	3	
4	Higher	4	
5	Advanced higher	5	CLOSE
6	Don't know	6	GO TO Q15

IF HOLDING HNC/HND/BTEC QUALIFICATIONS (CODE 2,3,4) AT Q2
 Q8. **What is your highest type of HNC/HND/BTEC?** READ OUT AND CODE HIGHEST ONLY

1	At higher level	1	
2	At national certificate or national diploma level	2	CLOSE
3	A first diploma or general diploma	3	
4	A first certificate or general certificate	4	GO TO Q15
5	Don't know	5	

IF HOLDING SCOTVEC QUALIFICATIONS (CODE 5) AT Q2
Q9. **What is your highest type of SCOTVEC?** READ OUT AND CODE HIGHEST ONLY

1	At higher level	1	
2	Full national certificate	2	CLOSE
3	A first diploma or general diploma	3	
4	A first certificate or general certificate	4	GO TO Q15
5	Modules towards a national certificate	5	
6	Don't know	6	

IF HOLDING CSE/GCSE OR O level/SCE QUALIFICATIONS(CODE 14,15,16,17,18) AT Q2
Q10. **How many CSE grade 1/GCSE or O level at grade C or above/SCE at grade 3 qualifications do you hold?** READ OUT AND CODE ONE ONLY

1	Fewer than five	1	GO TO Q15
2	Five or more passes at this level	2	CLOSE
	Don't know		GO TO Q15

IF HOLDING RSA QUALIFICATIONS (CODE 19) AT Q2
Q11. **Which type of RSA qualification do you hold?** READ OUT AND CODE HIGHEST ONLY

1	A higher diploma	1	
2	An advanced diploma or advanced certificate	2	CLOSE
3	A diploma	3	
4	Some other RSA (including stage 1, 2 or 3)	4	GO TO Q15
5	Don't know	5	

IF HOLDING CITY AND GUILDS QUALIFICATIONS (CODE 20) AT Q2
Q12. **Which type of City and Guilds qualification do you hold?** READ OUT AND CODE HIGHEST ONLY

1	Advanced craft/part 3	1	CLOSE
2	Craft/part 2	2	
3	Foundation/part 1	3	GO TO Q15
4	Don't know	4	

IF HOLDING GNVQS OR GSVQS QUALIFICATIONS (CODE 12) AT Q2
Q13. **Which type of GNVQS or GSVQS qualification do you hold?** READ OUT AND CODE HIGHEST ONLY

1	Advanced level	1	CLOSE
2	Intermediate level	2	
3	Foundation level	3	GO TO Q15
4	Don't know	4	

IF HOLDING NVQS OR SVQS QUALIFICATIONS (CODE 11) AT Q2
 Q14. **Which type of NVQS or SVQS qualification do you hold?** READ OUT AND CODE HIGHEST ONLY

1	Level 1	1	
2	Level 2	2	GO TO Q15
3	Level 3	3	
4	Level 4	4	CLOSE
5	Level 5	5	
6	Don't know	6	GO TO Q15

I'd like to ask you about any information, advice or other help you have received from anyone regarding your current or future job/career, and any courses or learning you were interested in.

Q15. READ OUT **Over the last six months have you spoken to any of these people about these things?** MULTICODE OK.

		()	
A	Advisor at a school/college/university/adult education centre	1	
B	Advisor at a careers service or Connexions	2	
C	Social worker, probation service or other professional	3	
D	Employer	4	
E	New Deal or JSA advisor/Jobcentre/Jobclub/Benefits Office	5	
F	Learndirect help line	6	
G	Community/religious/voluntary organisation	7	
H	Family member/friend	8	
I	Professional bodies/trade unions/work representatives	9	
J	Other (WRITE IN & CODE '0')	0	
	I have spoken to no-one	X	CLOSE
	Don't know	Y	

()

Q16. **Thinking back for all of the sources you used (OR FOR THOSE USING ONLY A SINGLE SOURCE, thinking about the source), what was your main reason for seeking help?** SPONTANEOUS PRE-CODE. MULTICODE OK.

Q17. FOR THOSE LETTERS TICKED: **And did you actually get this?**

Q18. ASK ALL: **And did you get anything else?** SPONTANEOUS PRE-CODE. MULTICODE OK.

		Q16	Q17		Q18
			YES	NO	
		()	()	()	()
A	To find out about career/job opportunities	1	1	1	1
B	To find out about training opportunities	2	2	2	2
C	To find out about learning opportunities	3	3	3	3
D	Advice on what to do next	4	4	4	4
E	Help to build my confidence	5	5	5	5
F	I needed help planning my future after changes to my personal circumstances (eg had a baby, become disabled, moved into new geographical area)	6	6	6	6
G	I needed help planning my future after changes to my work and/or training/learning situation (eg finishing course, made redundant)	7	7	7	7
	Other (PLEASE WRITE IN AND CODE '8')	8	8	8	8
	No, did not get anything else	N/A	N/A	N/A	9
	Don't know/Not sure	9	9	9	0

Q19. **Overall, how satisfied or dissatisfied were you with the help you received?** SINGLE CODE ONLY **Is that very or fairly?**

	()
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

Q READ OUT. **And how satisfied or dissatisfied were you with each of the following?** SINGLE CODE ONLY. READ OUT AND ROTATE ORDER

		Very satisfi ed	Fairly satisfie d	Neither satisfied or dissatisfi ed	Fairly dissati sfied	Very dissatisfi ed	Don't know	Not applica ble
Q	How easy it was to get an appointment	1	2	3	4	5	6	7
20.								
Q	How easy it was to speak to someone on the phone	1	2	3	4	5	6	7
21.								
Q	The extent to which the help met your own needs	1	2	3	4	5	6	
22.								
Q	The way in which they dealt with you (ie were they welcoming, friendly etc.)	1	2	3	4	5	6	
23.								
Q	The extent to which the help was useful in planning what you want to do next	1	2	3	4	5	6	
24.								

Q25. READ OUT **Overall, which of the following statements best describes the help you received?** SINGLE CODE ONLY

		()
A	Providing you with some factual information	1
B	Giving you advice on how to use information or relate it to your own circumstances	2
C	Having an in-depth personal discussion about what you really want to do and how you might move in your desired direction	3
	Other (PLEASE WRITE IN AND CODE '4')	4
	None of these	5
	Don't know	6

Q26. **Overall, in the last six months, how many times did you meet with an adviser face to face? Please think back on all the times you received some kind of help or advice.** CODE BELOW, USE LEADING ZEROES

--	--

	()
Don't know	1

Q27. **Did you have any other type of contact with an adviser in the last six months? IF YES: Was this contact by telephone, post, or e-mail or by some other form of contact?** MULTICODE OK

		()
No	1	GO TO Q32
Yes, by telephone	2	
Yes, by post	3	ASK Q28-31
Yes, by e-mail	4	
Yes, by other contact	5	
Don't know	6	GO TO Q32

FOR EACH CONTACT MENTIONED AT Q27. IF NONE MENTIONED GO TO Q32
Q And how many times have you had contact by [INSERT CORRECT WORDING] over the last six months CODE BELOW, USE LEADING ZEROES

Q28. **telephone?**
 ()
 Don't know 1

Q29. **letter?**
 ()
 Don't know 1

Q30. **e-mail?**
 ()
 Don't know 1

Q31. **other?**
 ()
 Don't know 1

Labour market history

ASK ALL

Now I'd like to ask you some questions about what you're doing now and your work history.

Q32. **Can you please tell me, how would you best describe your current situation with regards to employment?** SPONTANEOUS PRE-CODE. SINGLE CODE ONLY.

	()	
Employee in full-time job (30 hours per week or more)	1	
Employee in part-time job (less than 30 hours per week)	2	
Self-employed full-time (30 hours per week or more)	3	GO TO Q36
Self-employed part-time (less than 30 hours per week)	4	
Doing voluntary work	5	
Unemployed and available for work	6	
On a Government or LSC programme (work based training for young people or adults)	7	
In full-time education	8	ASK Q33
Looking after family/home	9	
Retired from paid work	0	
Incapable of work due to long-term illness, injury or disability	X	
Other (WRITE IN & CODE 'Y')	Y	
	()	
None of these	1	
Don't know	2	

ASK ALL NOT IN FULL OR PART TIME WORK (NOT CODES 1-4 AT Q32)
 Q33. **Can I just check, are you currently doing any paid work at all?**

Yes	1	ASK Q34
No	2	GO TO Q35

- ASK ALL CURRENTLY DOING PAID WORK (CODE 1 AT Q33). OTHERS GO TO Q35.
- Q34. **How many hours a week on average do you work?** IF DO NOT KNOW EXACT FIGURE PROBE FOR BEST ESTIMATE

	()	
RECORD HOURS		
		THEN GO TO Q36
Don't know	1	

- ASK ALL NOT CURRENTLY DOING PAID WORK (CODE 2 AT Q33)
- Q35. **Can I just check, have you ever been in paid work?**

	()	
Yes	1	GO TO Q36
No	2	GO TO Q42

- ASK ALL CURRENTLY OR EVER IN PAID WORK (Q32 1-4, Q33 CODE 1, Q35 CODE 1)
- Q36. **Have you been unemployed at any time over the last five years, or not? That is, not in work or study.**

Yes – have been unemployed in last five years	1	ASK Q37
No – have not been unemployed in last five years	2	GO TO Q40
Don't know	3	

ASK Q37 FOR THOSE UNEMPLOYED IN LAST 5 YEARS AT Q36 OR THOSE UNEMPLOYED AT CODE 6 Q32. THOSE EMPLOYED FOR FULL FIVE YEARS WITHOUT A BREAK GO TO Q40.

- Q37. **And how long ago were you last unemployed (ie not in work or in study)?** (IF CURRENTLY UNEMPLOYED: **How long ago did you become unemployed?**) RECORD DATE WHEN LAST UNEMPLOYED/OTHERWISE INACTIVE PROBE FOR THEIR BEST GUESS IF UNSURE. COLLECT IN MONTHS, OR YEARS AND MONTHS.

<input type="text"/>	Years	<input type="text"/>	<input type="text"/>	Months
----------------------	-------	----------------------	----------------------	--------

()
Don't know | 1

- Q38. **Thinking back, how many different times have you been unemployed over the last five years?** RECORD NUMBER. USE LEADING ZEROES

<input type="text"/>	<input type="text"/>
----------------------	----------------------

()
Don't know | 1

- Q39. **And for how long in total would you say that you have been unemployed over the last five years?** COLLECT IN MONTHS OR YEARS AND MONTHS.

<input type="text"/>	Years	<input type="text"/>	<input type="text"/>	Months
----------------------	-------	----------------------	----------------------	--------

()
Don't know | 1

ASK ALL CURRENTLY OR EVER IN PAID WORK (Q32 1-4, Q33 CODE 1, Q35 CODE 1)
 Q40. **Thinking back, have you been on any government schemes such as New Deal or other work based training in the last five years? IF YES How many? RECORD NUMBER. USE LEADING ZEROES**

Yes, have been on schemes (record number)	<input type="text"/>	<input type="text"/>	ASK Q41
	()		
No, have not been on any schemes	1	GO TO Q42	
Don't know	2		

Q41. **And in total how long have you spent on government training in the last five years?**
 COLLECT IN MONTHS, OR YEARS AND MONTHS, OR CODE DON'T KNOW

<input type="text"/>	Years	<input type="text"/>	<input type="text"/>	Months
	()			
Don't know/can't remember	1			

Educational status

ASK ALL
 I'd now like to ask you about any learning that you're doing at the moment.

ASK ALL EXCEPT THOSE IN FULL TIME EDUCATION (CODE 8 AT Q32). THOSE IN FULL-TIME EDUCATION GO TO Q43.
 Q42. **Are you currently engaged in any learning leading to a qualification?**

	()	
Yes	1	ASK Q43
No	2	GO TO Q62
Don't know	3	

Q43. What qualification/s are you working towards? SPONTANEOUS PRE-CODE. MULTICODE OK.

Q44. People study for a range of reasons, some to improve their job or career and others because they are interested in a subject for other reasons (eg interest, hobbies, for a challenge). What is your main reason for taking your current course/courses? SPONTANEOUS PRE-CODE. WHERE MORE THAN ONE COURSE BEING TAKEN, NEED TO RECORD FOR EACH COURSE

			Q44				
			To get into a specific job or career ()	To help get a better job, don't know which ()	Purely for personal interest/ self developm ent ()	Other ()	Don't know ()
		Q43 ()					
1	Degree Level Qualification including Graduate Membership of a Professional Institute or PCGE or Higher	1	1	2	3	4	5
2	HNC/HND	2	1	2	3	4	5
3	ONC/OND	3	1	2	3	4	5
4	BTEC, BEC or TEC	4	1	2	3	4	5
5	SCOTVEC, SCOTEC or SCOTBEC	5	1	2	3	4	5
6	Teaching Qualification (Excluding PGCE)	6	1	2	3	4	5
7	Nursing or Other Medical Qualification	7	1	2	3	4	5
8	Other Higher Education Qualification	8	1	2	3	4	5
9	A Level/Vocational A Level or Equivalent	9	1	2	3	4	5
10	Scottish highers/SCE Highers	10	1	2	3	4	5
11	NVQ/SVQ	11	1	2	3	4	5
12	GNVQ/GSVQ	12	1	2	3	4	5
13	AS Level	13					
14	Certificate Of Sixth Year Studies (CSYS) Or Equivalent	14	1	2	3	4	5
15	O Level Or Equivalent	15					
16	SCE Standard/Ordinary (O) Grade	16	1	2	3	4	5
17	GCSE	17	1	2	3	4	5
18	CSE	18	1	2	3	4	5
19	RSA	19	1	2	3	4	5
20	City and Guilds	20	1	2	3	4	5
21	YT Certificate	21	1	2	3	4	5
22	Any Other Professional/Vocational Qualification/Foreign Qualifications	22	1	2	3	4	5
23	Diploma in Higher Education	23	1	2	3	4	5
24	National Qualifications (Scotland)	24	1	2	3	4	5
25	National Certificate in Literacy & Numeracy	25	1	2	3	4	5
26	Other (PLEASE SPECIFY)	26	1	2	3	4	5
27	Don't Know	27	1	2	3	4	5

ASK FOR EACH QUALIFICATION WORKING TOWARDS AT Q43

Q45. **And when did you start that course?** RECORD DATE IN MONTH AND YEAR.

		MONTH			YEAR			
1	Degree Level Qualification including Graduate Membership of a Professional Institute or PCGE or Higher							GO TO Q46
2	HNC/HND							GO TO Q55
3	ONC/OND							GO TO Q55
4	BTEC, BEC or TEC							GO TO Q55
5	SCOTVEC, SCOTEC or SCOTBEC							GO TO Q56
6	Teaching Qualification (Excluding PGCE)							GO TO Q48
7	Nursing or Other Medical Qualification							GO TO Q62
8	Other Higher Education Qualification							GO TO Q62
9	A Level/Vocational A Level or Equivalent							GO TO Q49
10	Scottish highers/SCE Highers							GO TO Q50
11	NVQ/SVQ							GO TO Q61
12	GNVQ/GSVQ							GO TO Q60
13	AS Level							GO TO Q51
14	Certificate Of Sixth Year Studies (CSYS) Or Equivalent							GO TO Q62
15	O Level Or Equivalent							GO TO Q57
16	SCE Standard/Ordinary (O) Grade							GO TO Q57
17	GCSE							GO TO Q57
18	CSE							GO TO Q57
19	RSA							GO TO Q58
20	City and Guilds							GO TO Q59
21	YT Certificate							GO TO Q62
22	Any Other Professional/Vocational Qualification/Foreign Qualifications							GO TO Q62
23	Diploma in Higher Education							GO TO Q62
24	National Qualifications (Scotland)							GO TO Q52
25	National Certificate in Literacy & Numeracy							GO TO Q62
26	Other (PLEASE SPECIFY)							GO TO Q62
27	Don't know/can't remember							GO TO Q62

IF WORKING TOWARDS A DEGREE (CODE 1) AT Q43

Q46. **Will your degree be.....?** READ OUT AND CODE ONE ONLY

1	A higher degree (including PGCE)	1	GO TO Q47
2	A first degree	2	GO TO Q62
3	Other (e.g. graduate member of a professional institute or chartered accountant)	3	GO TO Q62
4	Don't know		GO TO Q62

IF HIGHER DEGREE (CODE 1) AT Q46 OTHERS GO TO Q62
 Q47. **Will your higher degree be?** READ OUT AND CODE ONE ONLY

1	A doctorate	1
2	A masters	2
3	A postgraduate certificate in education	3
4	Or some other postgraduate degree or professional qualification	4
5	Don't know	5

IF WORKING TOWARDS A TEACHING QUALIFICATION (CODE 6) AT Q43
 Q48. **Will your teaching qualification be for.....?** READ OUT AND CODE ONE ONLY

1	Further education	1
2	Secondary education	2
3	Or primary education	3
4	Don't know	4

IF WORKING TOWARDS A LEVELS (CODE 9) AT Q43
 Q49. **Will you have.....?** READ OUT AND CODE ONE ONLY

1	One A level (or equivalent)	1
2	More than one A level	2
3	Don't know	3

IF WORKING TOWARDS SCOTTISH HIGHERS (CODE 10) AT Q43
 Q50. **Will you have.....?** READ OUT AND CODE ONE ONLY

1	1 or 2 SCE higher	1
2	3 or more SCE higher	2
3	Don't know	3

IF WORKING TOWARDS A/S LEVELS (CODE 13) AT Q43
 Q51. **Will you have.....?** READ OUT AND CODE ONE ONLY

1	1 A/S level	1
2	2 or 3 A/S levels	2
3	4 or more passes at this level	3
4	Don't know	4

IF WORKING TOWARDS NATIONAL QUALIFICATIONS (CODE 24) AT Q43
 Q52. **What will be your highest National Qualification?** READ OUT AND CODE ONE ONLY

1	Access level	1	GO TO Q62
2	Intermediate level 1	2	GO TO Q62
3	Intermediate level 2	3	GO TO Q62
4	Higher	4	GO TO Q54
5	Advanced higher	5	GO TO Q53
6	Don't know	6	GO TO Q62

IF WORKING TOWARDS ADVANCED HIGHER
Q53. **Will you have....?** READ OUT AND CODE ONE ONLY

1	One advanced higher	1
2	More than 1 advanced higher	2
3	Don't know	3

IF WORKING TOWARDS HIGHER
Q54. **Will you have....?** READ OUT AND CODE ONE ONLY

1	Three or more highs	1
2	Fewer than three highs	2
	Don't know	3

IF WORKING TOWARDS HNC/HND/BTEC/ONC/OND QUALIFICATIONS (CODE 2,3,4) AT Q43
Q55. **Will your highest HNC/HND/BTEC/ONC/OND qualification be....?** READ OUT AND CODE ONE ONLY

1	At higher level	1
2	At national certificate or national diploma level	2
3	A first diploma or general diploma	3
4	A first certificate or general certificate	4
5	Don't know	5

IF WORKING TOWARDS SCOTVEC QUALIFICATIONS (CODE 5) AT Q43
Q56. **Will your highest SCOTVEC qualification be....?** READ OUT AND CODE ONE ONLY

1	At higher level	1
2	Full national certificate	2
3	A first diploma or general diploma	3
4	A first certificate or general certificate	4
5	Modules towards a national certificate	5
6	Don't know	6

IF WORKING TOWARDS CSE/GCSE or O level/SCE QUALIFICATIONS(CODE 14,15,16,17,18) AT Q43.
Q57. **How many of the following will you get: CSEs at Grade 1, GCSEs or O-Levels at Grade C or above, or SCEs at grade 3?** READ OUT AND CODE ONE ONLY

1	Fewer than five	1
2	Five or more passes at this level	2
	Don't know	3

IF WORKING TOWARDS RSA QUALIFICATIONS (CODE 19) AT Q43.
Q58. **Will your highest RSA qualification be.....?** READ OUT AND CODE ONE ONLY

1	A higher diploma	1
2	An advanced diploma or advanced certificate	2
3	A diploma	3
4	Some other RSA (including stage 1, 2 or 3)	4
5	Don't know	5

IF WORKING TOWARDS CITY AND GUILDS QUALIFICATIONS (CODE 20) AT Q43.
Q59. **Will your highest City and Guilds qualification be.....?** READ OUT AND CODE ONE ONLY

1	Advanced craft/part 3	1
2	Craft/part 2	2
3	Foundation/part 1	3
4	Don't know	4

IF WORKING TOWARDS GNVQS OR GSVQS QUALIFICATIONS (CODE 12) AT Q43.
Q60. **Will your highest GNVQ/GSVQ be at.....?** READ OUT AND CODE ONE ONLY

1	Advanced level	1
2	Intermediate level	2
3	Foundation level	3
4	Don't know	4

IF HOLDING NVQS OR SVQS QUALIFICATIONS (CODE 11) AT Q43.
Q61. **Will your highest full NVQ/SVQ be at.....?** READ OUT AND CODE ONE ONLY

1	Level 1	1
2	Level 2	2
3	Level 3	3
4	Level 4	4
5	Level 5	5
6	Don't know	6

ASK ALL

Q62. **Are you currently taking part in any other learning, or not?**

	()	
Yes, taking part in other learning	1	ASK Q63
No, not taking part in any other learning	2	GO TO Q64
Don't know	3	

ASK ALL ENGAGED IN ANY INFORMAL LEARNING (CODE 1) AT Q62. OTHERS GO TO Q64

Q63. **And are you involved in any of the following types of learning, or not?** READ OUT.

MULTICODE OK

A	Taught courses designed to help you develop skills that you might use in a job	1
B	Courses in or instruction/tuition in driving, playing a musical instrument, in an art or craft, in a sport or in any practical skills	2
C	Evening classes	3
D	Any learning or working on your own from a package of materials provided by an employer, college, commercial organisation or other training provider (including on-line learning such as learndirect)?	4
	No, none of these	5
	Don't know	6

ASK ALL WHO ARE CURRENTLY IN ANY KIND OF FORMAL (Q42 CODE 1) OR INFORMAL LEARNING (Q62 CODE 1). OTHERS GO TO Q68.

Q64. **Thinking about all the courses you are currently taking, how is/are the course/s paid for?** MULTICODE OK

No fees	1
Paid for by themselves	2
Employer/future employer	3
Student grant	4
New Deal Scheme	5
Training for work/Youth Employment training/Learning and Skills Council (LSC)	6
Other (PLEASE WRITE IN)	7
Don't know	8

ASK ALL EMPLOYEES (Q32 CODES 1 OR 2) WHO ARE CURRENTLY IN ANY KIND OF FORMAL (Q42 CODE 1) OR INFORMAL LEARNING (Q62 CODE 1). OTHERS GO TO Q67

Q65. **And still thinking about all the courses you are currently taking, was your employer involved in your decision to start this/these courses, or not?**

	()	
Yes, was involved	1	
No, was not involved	2	
Don't know	3	

ASK ALL IN WORK (Q32 CODES 1-4) WHO ARE CURRENTLY INVOLVED IN ANY KIND OF FORMAL (Q42 CODE 1) OR INFORMAL LEARNING (Q62 CODE 1). OTHERS GO TO Q67

Q66. **Do you need, or have you needed, to take any time off work or change your hours of work in order to go to lessons or receive training, or not?**

	()
Yes, have taken time off/changed hours	1
No, have not taken time off/changed hours	2
Don't know	3

ASK ALL WHO ARE CURRENTLY IN ANY KIND OF FORMAL (Q42 CODE 1) OR INFORMAL LEARNING (Q62 CODE 1).

Q67. **How many hours a week in total, on average, do you spend doing learning activities?**
RECORD APPROXIMATE NUMBER OF HOURS ON AVERAGE, NUMERIC

<input type="text"/>	<input type="text"/>	Hours
----------------------	----------------------	-------

	()
Don't know	1

Learning History

ASK ALL

Now I'd like to find out about any learning or training that you have done recently, including what you might already have told me about.

Q68. **Have you taken part in any training/learning since September 2001 or not (ie, over the last three academic years)? This can be any kind of learning, such as learning on your own, evening classes or you trying to improve your skills.**

Yes	1	ASK Q69
No	2	
Don't know	3	GO TO Q76

ASK ALL WHO HAVE TAKEN PART IN TRAINING/LEARNING IN THE LAST THREE YEARS (CODE 1 AT Q68).

Q69. **Which of the following types of learning or training activity, if any, have you done over the last three years? READ OUT. MULTICODE OK**

A	Course of full-time study leading to a qualification	1	
B	Course of part-time study leading to a qualification	2	
C	Taught courses designed to help you develop skills that you might use in a job, but that does not lead to a qualification	3	
D	Courses in or instruction/tuition in driving, playing a musical instrument, in an art or craft, in a sport or in any practical skills	4	
E	Evening classes (that do not lead to a qualification)	5	
F	Any learning or working on your own from a package of materials provided by an employer, college, commercial organisation or other training provider (including on-line learning such as learndirect)?	6	
	None of these	7	GO TO
	Don't know	8	Q76

ASK Q70-73 FOR EACH COURSE AT Q69

Q70. **Thinking about [TYPE OF COURSE], were you involved in more than one of this type, or not?**

	A ()	B ()	C ()	D ()	E ()	F ()	
Yes, involved in more than one course	1	1	1	1	1	1	
No, only involved in one course	2	2	2	2	2	2	
Don't know	3	3	3	3	3	3	()

Q71. **Still thinking about [TYPE OF COURSE], are you still on this course, or not? OR IF MORE THAN ONE COURSE ASK: Thinking about your most recent [TYPE OF COURSE], are you still on this course, or not?**

	A ()	B ()	C ()	D ()	E ()	F ()	
Yes, still on the course	1	1	1	1	1	1	GO TO ROUTING AT Q74
No, am not still on course	2	2	2	2	2	2	ASK Q72
Don't know	3	3	3	3	3	3	GO TO ROUTING AT Q74

ASK IF NOT STILL ON THE COURSE (CODE 2 AT Q71)

Q72. **And did you complete that course, or not?**

	A ()	B ()	C ()	D ()	E ()	F ()	
Yes, completed course	1	1	1	1	1	1	ASK Q73
No, did not complete course	2	2	2	2	2	2	GO TO ROUTING AT Q74
Don't know	3	3	3	3	3	3	

ASK IF COMPLETED COURSE (CODE 1) AT Q72

Q73. **When did you complete that course? PROBE FOR MONTH/YEAR – TAKE BEST GUESS IF NECESSARY**

	A ()	B ()	C ()	D ()	E ()	F ()	
Month							
Year							
Don't know/can't remember	1	1	1	1	1	1	()

ASK ALL IN LEARNING TYPES A-C (CODES 1-3 AT Q69). OTHERS GO TO Q78

Q74. **You said you have studied for a qualification/taken a course to help with your job (READ OUT ALL THAT APPLY). Thinking about this/these courses, how, if at all, were they paid for? MULTICODE OK**

No fees	1
Paid for by themselves	2
Employer/future employer	3
Student grant	4
New Deal Scheme	5
Training for work/Youth Employment training/Learning and Skills Council (LSC)	6
Other (PLEASE WRITE IN)	7
Don't know	8

ASK ALL EMPLOYEES (Q32 CODES 1 OR 2) IN LEARNING TYPES A-C (CODES 1-3 AT Q69). OTHERS GO TO Q78

Q75. **Was your employer involved in your decision to start this/these courses, or not?**

	()
Yes, was involved	1
No, was not involved	2
Don't know	3

ASK Q76-77 OF ALL THOSE NOT IN LEARNING IN THE LAST THREE YEARS (CODE 2 OR 3 AT Q68) AND NOT IN CURRENT STUDY (CODE 2 AT Q42 AND CODE 2 AT Q62). OTHERS GO TO Q78

Q76. **Thinking about the last time you studied, when did this start?** RECORD MONTH AND YEAR.

										Month					Year
--	--	--	--	--	--	--	--	--	--	-------	--	--	--	--	------

Don't know 1 ()

Q77. **And when did it finish?** RECORD MONTH AND YEAR.

										Month					Year
--	--	--	--	--	--	--	--	--	--	-------	--	--	--	--	------

Don't know 1 ()

Satisfaction with position in labour market

ASK ALL IN EMPLOYMENT (CODES 1-4 Q32). OTHERS GO TO Q87

I'd now like to ask you a few questions about your current position and how you feel about the opportunities open to you.

Q78. **All things considered, how satisfied or dissatisfied are you with your present job overall? Is that very or fairly?**

	()
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

Q I'm going to read out a list of various aspects of jobs. For each one I'd like you to tell me how satisfied or dissatisfied you are with that particular aspect of your own present job. SINGLE CODE ONLY. READ OUT AND ROTATE ORDER. TICK START

		Very satisfied 1	Fairly satisfied 2	Neither 3	Fairly dissatisfied 4	Very dissatisfied 5	No opinion 6	()
<input type="checkbox"/>	Q79. The total pay, including any overtime or bonuses							
	Q80. Your job security	1	2	3	4	5	6	()
	Q81. Being able to use your own abilities and skills	1	2	3	4	5	6	()
<input type="checkbox"/>	Q82. Opportunities for career advancement	1	2	3	4	5	6	()
	Q83. The number of hours you work	1	2	3	4	5	6	()
	Q84. The flexibility of the hours you work	1	2	3	4	5	6	()
<input type="checkbox"/>	Q85. The variety of your work	1	2	3	4	5	6	()
	Q86. How interesting you find your work	1	2	3	4	5	6	()

ASK ALL
Q I am now going to read out some statements about people's attitudes towards learning, and I would like you to tell me to what extent you agree or disagree with each. SINGLE CODE ONLY. READ OUT AND ROTATE ORDER. TICK START

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	No opinion
<input type="checkbox"/>	Q87. You need qualifications to get anywhere these days	1	2	3	4	5	6
	Q88. Employers seldom take notice of the learning, education or training you have done	1	2	3	4	5	6
<input type="checkbox"/>	Q89. Learning about new things is enjoyable	1	2	3	4	5	6
	Q90. You're more likely to get a better job if you have done some learning, education or training	1	2	3	4	5	6
<input type="checkbox"/>	Q91. I don't have the confidence to learn new skills	1	2	3	4	5	6
	Q92. Learning isn't for people like me	1	2	3	4	5	6
<input type="checkbox"/>	Q93. I'm not interested in doing any more learning, education or training	1	2	3	4	5	6
	Q94. I see paying for my own learning as an investment	1	2	3	4	5	6 ()
	Q95. Information about the range of courses available is easy to find	1	2	3	4	5	6 ()

Now thinking generally about your current position (*ie* what you have achieved, and the options available to you). . . .

ASK ALL CURRENTLY IN WORK/EVER HAD A JOB (CODES 1-4 AT Q32 OR CODE 1 AT Q33 OR CODE 1 AT Q35)

Q96. How satisfied or dissatisfied generally do you feel with what you've achieved so far in your current/previous job? Is that very or fairly?

	()
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

()

ASK ALL

Q97. Overall, how easy or difficult do you find it to plan your future career? Is that very or fairly?

	()
Very easy	1
Fairly easy	2
Fairly difficult	3
Very difficult	4
Don't know	5

()

Q98. **How well informed, if at all, do you feel about the job opportunities that are available to you?**

	()
Very well informed	1
Fairly well informed	2
Not very well informed	3
Not at all well informed	4
Don't know	5

()

Q99. **How confident, if at all, do you feel about getting into the kind of job that you want?**

	()
Very confident	1
Fairly confident	2
Not very confident	3
Not at all confident	4
Don't know	5

()

Q 100. **How satisfied or dissatisfied generally do you feel with what you've achieved so far in your current/previous learning and training? Is that very or fairly?**

	()
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

()

Q 101. **Overall, how easy or difficult do you find it to plan your future learning and training needs? Is that very or fairly?**

	()
Very easy	1
Fairly easy	2
Fairly difficult	3
Very difficult	4
Don't know	5

()

Q 102. **How well informed, if at all, do you feel about the learning and training opportunities that are available to you?**

	()
Very well informed	1
Fairly well informed	2
Not very well informed	3
Not at all well informed	4
Don't know	5

()

Q 103. **How confident, if at all, do you feel about getting the type of learning and training opportunities that you want?**

	()
Very confident	1
Fairly confident	2
Not very confident	3
Not at all confident	4
Don't know	5

()

Plans for future including career mobility and intention to pursue courses

ASK ALL EMPLOYEES (CODES 1 OR 2 AT Q32). OTHERS GO TO Q106
 Q 104. **Which of the following best describes your plans for the next 12 months?** READ OUT A TO C. SINGLE CODE ONLY

		()	
A	Stay with current employer	1	
B	Leave current employer	2	
C	Become self-employed	3	
	Other (PLEASE WRITE IN AND CODE '4')	4	
	Don't know/unsure	5	()

ASK ALL IN WORK (CODES 1, 2 OR 3 AT Q32). OTHERS GO TO Q106
 Q 105. **And do you plan to:** READ OUT A TO C. SINGLE CODE ONLY

		()	
A	Do the same work at the same level as you are doing now	1	
B	Do the same work but at a higher level	2	
C	Or change the type of work you do	3	
	Other (PLEASE WRITE IN AND CODE '4')	4	
	Don't know/unsure	5	

ASK ALL
 Q 106. **Are you planning to study in the future? IF YES: Full-time or part-time?**

		()	
	Yes, full-time	1	
	Yes, part-time	2	
	No	3	
	Other (PLEASE WRITE IN AND CODE '4')	4	
	Don't know/unsure	5	()

Q 107. **Are you planning to move out of this geographical area in the near future?**

		()	
	Yes	1	
	No	2	
	Don't know/unsure	3	()

ASK IF CODE 2 OR 3 AT Q104, 2 OR 3 AT Q105, 1 OR 2 AT Q106 OR 1 AT Q107.
OTHERS GO TO Q111.

Q 108. **So you plan to make some kind of change to what you do or where you live. How likely or unlikely is it that you will make this change in the near future?**

()

Very likely	1
Fairly likely	2
Not very likely	3
Not at all likely	4
Don't know	5

()

ASK IF CODE 3, 4 OR 5 AT Q108. OTHERS GO TO Q110

Q 109. **What are the barriers that prevent you from making any changes, if any?**

SPONTANEOUS PRE-CODE. MULTICODE OK

()

A	Don't have enough money	1
B	My family commitments make it difficult	2
C	Employment opportunities are not available	3
D	Training/learning opportunities are not available	4
E	I cannot be bothered	5
	Nothing is preventing me	6
	Other	7
	Don't know	8

()

ASK IF CODE 2 OR 3 AT Q104, 2 OR 3 AT Q105, 1 OR 2 AT Q106 OR 1 AT Q107.
OTHERS GO TO Q111.

Q 110. **Have you taken any steps forward with your plans? IF YES What steps have you taken?** SPONTANEOUS PRE-CODE. MULTICODE OK

()

A	I've applied for a job/s	1
B	I've applied for training/learning course/s	2
C	I've sorted out where I want to move to and when	3
D	I've got information on jobs/careers	4
E	I've got information on training/learning courses	5
F	I've got information about areas I'm thinking of moving too	6
	Other action (PLEASE WRITE IN & CODE '7')	7

No, I haven't taken any action yet	8
------------------------------------	---

()

Outcomes of IAG

ASK ALL

I'd now like to talk about whether the help and advice you've received has resulted in any changes to your life.

Firstly I'd like to talk about work and training/learning.

Q READ OUT Which, if any, of these things have happened to you because of the help
111. and advice you received from the people we were talking about at the beginning of the interview? MULTICODE OK

FOR EACH ASK Q112. IF NONE OF THESE OR DON'T KNOW GO TO Q113.

Q And to what extent, if at all, do you think you would have done these things anyway,
112. without the help of the advisers you talked to? Would you say you definitely have done them anyway, probably would have anyway, probably wouldn't have done them, or definitely wouldn't have done them?

		Q111	Q112				
			Definitely would have done anyway ()	Probably would have done anyway ()	Probably wouldn't have done ()	Definitely wouldn't have done ()	Don't know/ not sure ()
A	Started looking for a job	1	1	2	3	4	5
B	Started applying for jobs	2	1	2	3	4	5
C	Got a job	3	1	2	3	4	5
D	Changed to a different type of work	4	1	2	3	4	5
E	Achieved a promotion at work	5	1	2	3	4	5
F	Had a performance related pay rise over and above a cost of living increase	6	1	2	3	4	5
G	Set up my own business	7	1	2	3	4	5
H	Offered more job interviews	8	1	2	3	4	5
I	Took part in a training course	9	1	2	3	4	5
J	Enrolled on a course	10	1	2	3	4	5
K	Working towards a qualification	11	1	2	3	4	5
L	Obtained a qualification	12	1	2	3	4	5
M	Improved existing skills/learnt new skills	X	1	2	3	4	5
N	My English-speaking skills have improved	Y	1	2	3	4	5
O	Learnt how to write a CV/letters/fill out forms	1	1	2	3	4	5
P	My reading/writing skills have improved	2	1	2	3	4	5
	Other (PLEASE WRITE IN BELOW & CODE '3')	3	1	2	3	4	5
	None of these	4					
	Don't know/not sure	5					

ASK ALL

Now I'd like to talk about the way you feel about yourself and what you can do.

Q READ OUT Which, if any, of the following things have happened to you because of the
113. help and advice you received from the people we were talking about earlier?

MULTICODE OK

FOR EACH ASK Q114. IF NONE OF THESE THINGS OR DON'T KNOW/NOT SURE GO TO Q115

Q And to what extent, if at all, do you think these things would have happened anyway,
114. without the help of the advisers you talked to? Would you say they definitely would have happened anyway, probably would have happened anyway, probably wouldn't have happened anyway, or definitely wouldn't have happened anyway?

		Q113	Q114				
			Definitely would have happened anyway ()	Probably would have happened anyway ()	Probably wouldn't have happened ()	Definitely wouldn't have happened ()	Don't know/ not sure ()
A	I am more confident in my ability to get a job	1	1	2	3	4	5
B	I am clearer about what I want do with my career	2	1	2	3	4	5
C	I am more aware of the job options that are available to me	3	1	2	3	4	5
D	I know where to look for suitable jobs	4	1	2	3	4	5
E	I feel motivated to look for work	5	1	2	3	4	5
F	I am more confident when attending job interviews	6	1	2	3	4	5
G	I am more confident about doing some voluntary/community work	7	1	2	3	4	5
H	I have widened my job search to new geographical areas	8	1	2	3	4	5
J	I am more confident about my ability to do some learning/start a training course	0	1	2	3	4	5
K	I am more aware of the training/learning options that are available to me	X	1	2	3	4	5
L	I know where to look for suitable training courses	Y	1	2	3	4	5
		()					
M	I feel motivated to do some training/take a course	1	1	2	3	4	5
O	I have made new friends/met people in a similar situation to me	2	1	2	3	4	5
P	I feel more confident generally about myself and what I can achieve	3	1	2	3	4	5
None of these things		4					
Don't know/not sure		5					

Income levels

ASK ALL

- Q 115. **There are various ways people get income, can you please tell me which types of income you and others in your household receive?**
SPONTANEOUS PRE-CODE. MULTICODE OK. REASSURE ABOUT CONFIDENTIALITY IF NECESSARY

		()
A	Earning from employment or self-employment	1
B	State Retirement Pension	2
C	Pension from former employer/husband's or wife's pension	3
D	Child Benefit	4
E	Jobseeker's Allowance (JSA)	5
F	Income Support	6
G	Incapacity Benefit	7
H	Invalid Care Allowance	8
I	Statutory Maternity Pay	9
J	Working Families Tax Credit (WFTC)	0
K	Housing Benefit	X
L	Council Tax Benefit	Y
		()
M	Severe Disablement Allowance	1
N	Disability Living Allowance	2
O	Other benefits or allowances from the government	3
P	Income from savings and/or investments	4
Q	Child/spouse maintenance from a former husband/wife/partner	5
	Other (PLEASE WRITE IN & CODE '6')	6
	Don't know	7
	Refused	8

- Q 116. **Can you please tell me how much money you personally receive (from the sources you've just mentioned) before any deductions for income tax, National Insurance and so on. I do not want to know about the money that comes in from the other people you live with at the moment. RECORD BELOW. ASK FOR ROUGH GUESS IF NECESSARY**

£

--	--	--	--	--	--

	()
Weekly	1
Fortnightly	2
Monthly	3
Yearly	4
Refused	5

()

- Q 117. **And now can you tell me what is your household's total income (from all the sources you've just mentioned) before any deductions for income tax, National Insurance and so on. ASK FOR ROUGH GUESS IF NECESSARY**

£

--	--	--	--	--	--

()

Weekly	1
Fortnightly	2
Monthly	3
Yearly	4
Refused	5
Don't Know	6

()

- Q 118. **And how much of this household income would you say you spend on regular outgoings such as mortgage or rent payments, loan repayments, life insurance, household bills etc? ASK FOR ROUGH GUESS IF NECESSARY**

£

--	--	--	--	--	--

()

Weekly	1
Fortnightly	2
Monthly	3
Yearly	4
Refused	5
Don't know	6

()

- Q 119. **Overall, in terms of providing the income for your household, which of these best applies to you? READ OUT. SINGLE CODE ONLY. PROBE TO CODES BELOW**

()

I am responsible for providing the main source of income	1
I share the responsibility with a partner or other household member	2
I do not bring in the main income to the house	3
Don't know	4
Other (WRITE IN BELOW & CODE '5')	5

()

ASK ALL EMPLOYED FULL/PART TIME (CODES 1-2 AT Q32), OTHERS GO TO Q122

- Q 120. **Thinking about your work, how many people are employed in your organisation in the UK? PROBE TO FIT BANDS BELOW**

()

1-9	1
10-24	2
25-49	3
50-199	4
200-249	5
250+	6
Don't know	7

GO TO Q122

ASK Q121

()

ASK IF DON'T KNOW AT Q120, OTHERS GO TO Q122

Q **Approximately, are there more or less than 250 employees in your organisation in the**
121. **UK?**

	()
More than 250	1
Less than 250	2
Don't know	3

ASK ALL SELF-EMPLOYED (CODES 3-4 AT Q32), OTHERS GO TO Q124

Q **Including yourself, how many people in the UK do you employ?** PROBE TO FIT BANDS
122. **BELOW**

	()	
1-9	1	
10-24	2	
25-49	3	GO TO Q124
50-199	4	
200-249	5	
250+	6	
Don't know	7	ASK Q122

ASK IF DON'T KNOW AT Q122, OTHERS GO TO Q124.

Q **Approximately, do you employ more or less than 250 employees in the UK?**
123.

	()
More than 250	1
Less than 250	2
Don't know	3

Personal details

ASK ALL

I'd just like to ask you a few more questions about yourself

Q **Gender**

124.

	()
Male	1
Female	2

Q 125. **How would you describe your ethnic group?** SPONTANEOUS PRE-CODE

()

WHITE:	
British	1
Irish	2
Any other white background	3
MIXED:	
White and Black Caribbean	4
White and Black African	5
White and Asian	6
Any other mixed background	7
ASIAN/ASIAN BRITISH:	
Indian	8
Pakistani	9
Bangladeshi	0
Any other Asian background	X
BLACK/BLACK BRITISH:	
Caribbean	Y
	()
African	1
Any other black background	2
CHINESE OR OTHER ETHNIC GROUP:	
Chinese	3
Any other background	4
Refused	5

()

Q 126. **Do you have any dependent children that you are responsible for?**
SINGLE CODE ONLY. PROBE FOR CODES BELOW

()

Yes, single parent	1	
Yes, share caring responsibilities with partner/other	2	ASK Q127
No	3	
Don't know	4	GO TO Q129
Refused	5	

()

Q 127. **How many dependent children do you have in each of the following groups?** READ OUT. RECORD NUMBER. USE LEADING ZEROES.

Children under 5

IF ANY ASK Q128

Children 5 or over, but
under 18

ASK ALL WITH DEPENDENT CHILDREN UNDER 5. OTHERS GO TO Q129

Q 128. **Which of the following best describes how easy you would say it is to get childcare (ie childminders, creches, nursery places etc.) in your area?** READ OUT. SINGLE CODE ONLY

	()
Easy, not a problem	1
OK most of the time, but a problem in holidays	2
Can be a problem	3
Don't know	4
Not applicable	5

()

ASK ALL

Q 129. **Do you have caring responsibilities for any other family members (eg elderly relative)?** SINGLE CODE ONLY. PROBE FOR CODES BELOW

	()
Yes, lone carer	1
Yes, share caring responsibilities with someone else	2
No	3
Don't know	4
Refused	5

()

Q 130. **Do you have any health problem(s) or disability(ies) that substantially limit your ability to carry out normal day-to-day activities?** SINGLE CODE ONLY

	()	
Yes	1	ASK Q131
No	2	GO TO Q132
Don't know	3	

()

ASK ALL WITH HEALTH PROBLEMS (CODE 1 AT Q130)
 Q **Does this health problem/s or disability(ies) mean that you have difficulties with any**
 131. **areas in your life? IF YES: Which? SPONTANEOUS PRE-CODE. PROBE Any others?**
 MULTICODE OK.

		()
A	Mobility (moving about)	1
B	Ability to lift, carry or otherwise move everyday objects	2
C	Manual dexterity (using your hands to carry out everyday tasks)	3
D	Continence	4
E	Communication (through speaking, listening, reading or writing)	5
F	Memory or ability to concentrate, learn or understand	6
G	Understanding when you are in physical danger	7
	Other (WRITE IN BELOW & CODE '8')	8
None of these		9 ()

ASK ALL

Q **Would you be prepared for MORI and the Institute of Employment Studies to contact**
 132. **you again, to ask you some more questions in the future?**

Yes	1	REMEMBER TO OBTAIN SIGNATURE ON BACK PAGE OF QUESTIONNAIRE
No	2	

THANK RESPONDENT AND GO TO NAME/ADDRESS DETAILS

INTERVIEWER RECORD END TIME

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Hours		Mins	

MORI/21223
1-5

Questionnaire No

Serial No
OUO (6-9)

CARD 1

Impact of IAG interventions on adults

Address Number:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
()	()	()	()

Sample point name:

Interviewer Number:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	/	<input type="text"/>
()	()	()	()		()

Name/Initial/Title: Mr/Mrs/Ms/Miss

Address:

Full Postcode

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
()	()	()	()	()	()	()

Do you have a fixed line telephone at home which you use for incoming and outgoing voice calls?

Yes ()
1
WRITE IN Full tel. No

No	2
Refused	3
Ex-directory	4

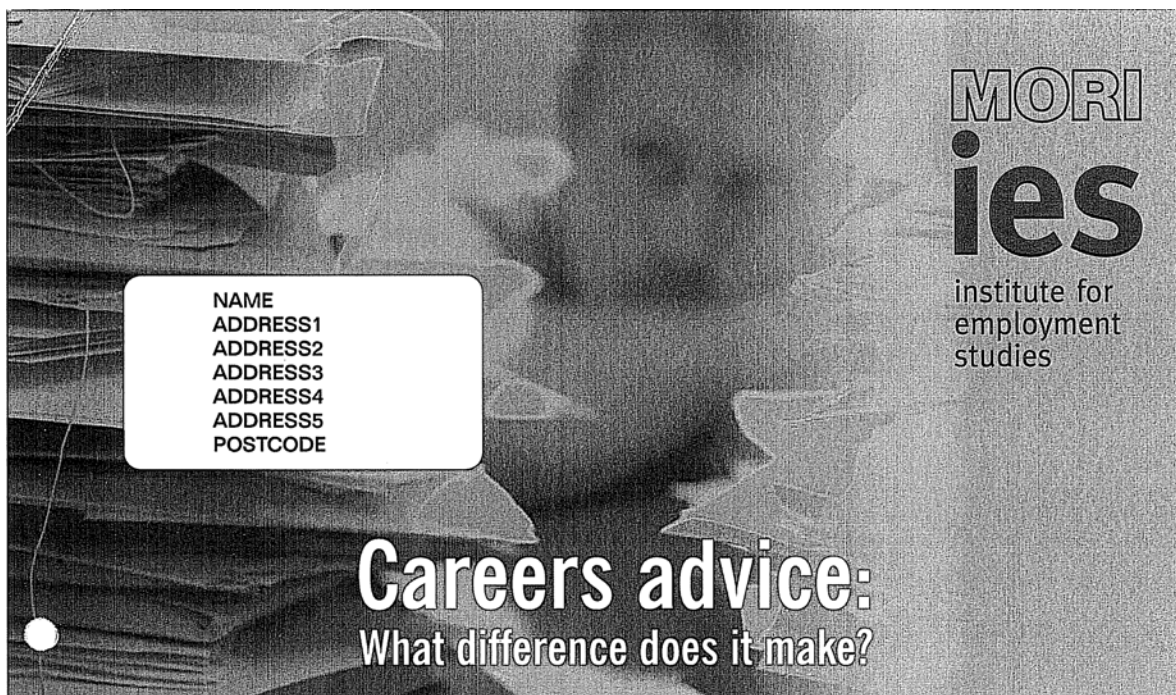
IT IS VERY IMPORTANT THAT YOU FILL IN THE SAMPLE POINT NAME, QUESTIONNAIRE NUMBER AND INTERVIEWER NUMBER ON BOTH THE FRONT AND BACK PAGE OF THE QUESTIONNAIRE.

RECORDING SIGNATURE – CHECK Q132

Signature:

Name (Print):

Date:



Results of national survey that YOU took part in

Thank you very much for taking part in the telephone survey conducted by MORI between July and September last year. The survey was part of a national research project designed to find out about people like you who have received information, advice and guidance services about work and learning. The survey you took part in, telling us about your experiences and situation, is being used to help decision makers in government understand how well the services available to people like you are helping you make the changes you want to in your life.

This newsletter aims to pass on some of the findings from the survey and to let you know a little more about what we are planning for the future. There is also the opportunity to update us on your current contact details, if these have changed, so that we can stay in touch in the future. We hope that you find this useful, but we would welcome any comments you may have.

Thank you again for your help

Gideon Skinner
MORI Research Director

CONTACT INFORMATION

Jon Ardill
MORI House
79-81 Borough Road
London SE1 1FY

Telephone: 020 7347 3234

Email: jon.ardill@mori.com

What is Information, Advice and Guidance?

Using careers and learning support services (i.e. services that offer information, advice and guidance to people about jobs and learning opportunities) is one way that adults thinking about getting involved in or continuing with learning can find out about what is available and what will suit them. These services are also useful for people thinking about changing what they do at work, or wanting to plan their career in the short, medium and longer term.

These services are on offer from a range of places including:

- dedicated careers services through nextsteps offices across the country
- telephone helplines such as learndirect
- jobcentres nationwide for those trying to get back into work
- colleges and education providers
- informally at work and through family and friends.

Why conduct a survey?

As people can get careers and learning support from so many places, it can be difficult to understand what people actually get out of these services. In order to make sure that the government (through the Department of Education and Skills) is supporting the right types of services, it is important that they look carefully from time to time at what works best for users.

By talking to you, and others like you, this survey is trying to understand whether offering people support with their career and/or learning decisions actually makes a difference to the choices they make and what they do as a result. To really understand this, we need to keep in touch with you over time to see what changes you make to your life in relation to your work and learning situation.

What do people think?

In total we interviewed about 4,400 people who had used some form of Information, Advice or Guidance service. This gives us a very good idea of what people think of these services and what changes they have made to their work and learning situations.

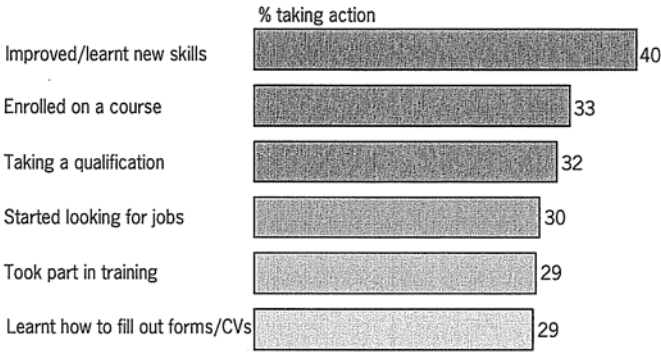
Over a relatively short period of time, the survey shows that people have made some significant changes to their lives. The survey also provides some information on what people thought about the services they received. Overall, people appear to be very happy with these services. However, there are always ways in which things can be improved.

The charts on the next page show these findings in more detail.

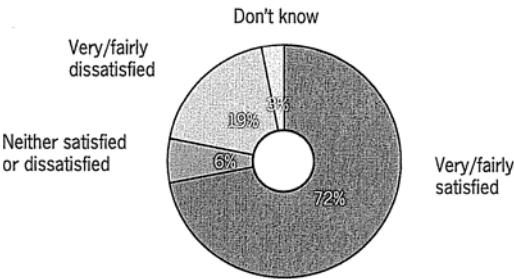
We really need to be able to contact you again, so we can ask you some more questions about what you've been doing since we last spoke. We also want to find out whether you've continued to use different sources of support and what you think of the help you've received.

This survey offers you the opportunity to make a real contribution to our understanding of what works and what doesn't and what you'd like to see more of.

Actions taken as a result of receiving support with careers and learning decisions



Levels of satisfaction with the services provided - in planning what to do next



BUSINESS
REPLY SERVICE
License No: EDO 5370



MORI
FREEPOST WC 3163
77-81 Borough Road
London
SE1 1BS

IMPORTANT INFORMATION - PLEASE READ THIS SECTION

A very important part of this research involves looking for changes as a result of people using the services. As a result, there is likely to be another follow up survey very soon and we would like to speak to you again. We would also like to keep in contact with anyone moving or planning to move.

EVERYONE

To help us, please tear off and complete the form below - it would be helpful for our records if you could confirm that your name/address printed on the front of the newsletter is correct, and provide your telephone number.

Please also fill in the address of a friend or relative who is likely to know where you are and can provide us with your contact details should we need to find you. This is a very successful way of tracing people, and one that is used on all important surveys like this.

IF YOU ARE MOVING OR PLANNING TO MOVE

If you think you will have moved by March 2006, or are currently thinking of moving, we still want to speak to you again too. Again, please tear off and complete the form below - either filling your new address if you know it OR the address of a friend/relative who will know where you are.

The postage is already paid, so all you need to do is put the form in the post. Don't worry if you lose it, you can e-mail us at jon.ardill@mori.com or call us on 020 7347 3234.

Please note that this information will only be used if we cannot find you as it will remain confidential. Only MORI, (or another independent research organisation appointed by the Department for Education and Skills) will see your answers. None of the information will be used for marketing purposes or passed on to any organisation.

This is an exciting opportunity to take part and give your views; we do hope that you will be able to find time to help us again next time.

Thanks again for your help.

EVERYONE - PLEASE FILL IN THIS SECTION

	THE NAME AND ADDRESS OF A FRIEND OR RELATIVE WHO WOULD KNOW HOW TO CONTACT YOU IF YOU MOVE	YOUR NEW ADDRESS DETAILS IF YOU ARE PLANNING TO MOVE
NAME	_____	_____
ADDRESS	_____ _____ _____	_____ _____ _____
POSTCODE	_____	_____
TELEPHONE	_____	_____

SERIAL NO.

Wave two survey letter

April 2006

Dear <<NAME>>

NATIONAL SURVEY: INFORMATION AND SUPPORT WITH LEARNING AND CAREER OPTIONS

Thank you for taking part in the telephone survey which we conducted on behalf of the Department for Education and Skills between July and September 2004. The survey was part of an important national research project to find out about the usefulness of receiving information or advice about careers, jobs, courses or other types of learning to see what help works best for people and whether it makes a difference to their lives and in the work and learning they do.

We would now like to ask you more questions about what you've been doing since we last spoke, and whether you have continued to use different sources of support for information or advice about jobs, careers and courses. We are also interested in what you think of the help you have received.

We really hope that you will be willing to take part again in this research. It is very important that as many people as possible participate so that we can better understand the changes people have made to their lives since the last time they were interviewed.

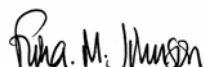
We would like to assure you that your answers will be treated in the strictest confidence. It will not be possible for any individual person to be identified from the survey findings and the information will be used by the team for statistical purposes only.

There is no need to get in touch with us now – an Ipsos MORI interviewer will telephone you within the next few weeks to see when is a convenient time to conduct a telephone interview with you. If you are out, they will call you back at another time.

If you would like any more information about the survey, please contact Claire Lister at Ipsos MORI on the freephone number **0800 716 986**. You may also e-mail claire.lister@ipsos-uk.com, quoting your full address and the reference number that appears above.

Thank you very much for your help.

Yours sincerely,



Fiona Johnson
Ipsos MORI Social Research Institute

**Impact of IAG interventions on adults
Follow-up questionnaire: FINAL, 23 May 2006**

Introduction/confidentiality

Good morning/afternoon/evening. I'd like to speak to ****, please.

I'm ****, from Ipsos MORI, an independent research organisation.

You may remember taking part in a survey in [insert month of previous survey] 2004 to find out about information or advice you had received about jobs, courses and learning. Last time we asked what you thought of the information and advice you had received back then, and now we'd like to find out what has happened to you since.

This is an important study to help the Government find out what works and how to improve information and advice services in the future. This interview should take no more than 25 minutes.

We can assure you that the survey is confidential, and that none of your personal details will be passed on to the Government, or anyone else.

Labour market history

ASK ALL

Firstly, I'd like to ask you some questions about what you're doing now.

Q1. **Can you please tell me, how would you best describe your current situation with regards to employment?**

DO NOT PROMPT. SINGLE CODE ONLY

Employee in full-time job (30 hours per week or more)	1
Employee in part-time job (less than 30 hours per week)	2
Self-employed full-time (30 hours per week or more)	3
Self-employed part-time (less than 30 hours per week)	4
Doing voluntary work	5
Unemployed and available for work	6
On a Government or LSC programme (work-based training for young people or adults)	7
In full-time education	8
Looking after family/home	9
Retired from paid work	10
Incapable of work due to long-term illness, injury or disability	11
Other (WRITE IN)	12
None of these	13
Don't know	14

ASK ALL

Q2. **Have you looked for work/a different job in the last six months?**

SINGLE CODE

Yes	1
No	2
Don't know	3

ASK ALL

Q3. **Have you looked for any education, training or taught courses of any kind in the last six months?**

SINGLE CODE

Yes	1
No	2
Don't know	3

ASK ALL NOT IN FULL- OR PART-TIME WORK (NOT CODES 1-4 AT Q1). OTHERS GO TO Q6

Q4. **Can I just check, are you currently doing any paid work at all?**

SINGLE CODE

Yes	1	Go to Q5
No	2	Go to Q11
Don't know	3	Go to Q11

ASK ALL WHO CURRENTLY DO SOME PAID WORK BUT WHO ARE NOT IN FULL-/PART-TIME WORK (CODE 1 AT Q4). OTHERS GO TO Q11

Q5. **How many hours a week on average do you work?**

IF EXACT FIGURE NOT KNOWN, PROBE FOR BEST ESTIMATE

RECORD HOURS

Don't know | 1

ASK ALL CURRENTLY DOING PAID WORK (CODES 1-4 AT Q1 PLUS CODE 1 AT Q4)

Q6. **When did you start working for your current employer/start working for yourself (if self-employed)?**

COLLECT START MONTH AND YEAR. IF EXACT DETAILS NOT KNOWN, PROBE FOR BEST ESTIMATE

MONTH YEAR

Don't know | 1

ASK ALL CURRENTLY DOING PAID WORK (CODES 1-4 AT Q1 PLUS CODE 1 AT Q4) AND WERE WORKING IN WAVE 1 (CODES 1-4 AT WAVE 1 Q32 OR CODE 1 AT WAVE 1 Q33)

Q7. **Thinking back to [INSERT MONTH OF PREVIOUS SURVEY] 2004, would you say that you ... ?**

READ OUT. SINGLE CODE ONLY

Are doing the same work at the same level now as you were doing then	1
Are doing the same work but at a higher level	2
Are doing the same work but at a lower level	3
Have changed the type of work you do but are working at the same level	4
Have changed the type of work you do but are working at a higher level	5
Have changed the type of work you do but are working at a lower level	6
Other (WRITE IN)	7
Don't know/unsure	8

ASK ALL CURRENTLY DOING PAID WORK (CODES 1-4 AT Q1 PLUS CODE 1 AT Q4)

Q8. **Do you have any managerial duties or do you supervise any other employees/workers/staff?**

SINGLE CODE

Yes	1
No	2
Don't know	3

ASK ALL WHO WERE WORKING IN WAVE 1 (CODES 1-4 AT WAVE 1 Q32 OR CODE 1 AT WAVE 1 Q33)

Q10. **Did you have any managerial duties/supervisory roles when we last spoke to you in [INSERT MONTH OF PREVIOUS SURVEY] 2004?**

SINGLE CODE

Yes	1
No	2
Don't know	3

ASK ALL NOT CURRENTLY DOING PAID WORK (CODE 2 or 3 AT Q4)

Q11. **Can I just check, have you been in paid work since [INSERT MONTH OF PREVIOUS SURVEY] 2004?**

SINGLE CODE

Yes	1
No	2
Don't know	3

ASK ALL NOT CURRENTLY UNEMPLOYED (NOT CODE 6 AT Q1)

Q12. **Have you been unemployed at any time since [INSERT MONTH OF PREVIOUS SURVEY] 2004 or not? That is, not in work or study but available for and looking for work.**

SINGLE CODE

Yes	1	Go to Q13 and Q14
No	2	Go to next section
Don't know	3	

ASK ALL WHO ARE CODE 1 AT Q12 OR CODE 6 AT Q1. OTHERS GO TO NEXT SECTION

Q13. **And how long ago were you last unemployed/how long ago did you become unemployed (that is, not in work or in study but available for and looking for work)?**

RECORD HOW LONG AGO THE RESPONDENT WAS LAST UNEMPLOYED/OTHERWISE INACTIVE. IF EXACT DETAILS NOT KNOWN, PROBE FOR BEST ESTIMATE. COLLECT IN MONTHS, OR YEARS AND MONTHS

YEARS MONTHS

Don't know | 1

Q14. **And for how long in total would you say that you have been unemployed since [INSERT MONTH OF PREVIOUS SURVEY] 2004?**

COLLECT IN MONTHS, OR YEARS AND MONTHS. IF EXACT DETAILS NOT KNOWN, PROBE FOR BEST ESTIMATE

YEARS MONTHS

Don't know | 1

Educational status

ASK ALL STUDYING FOR A FORMAL QUALIFICATION (CODES 1-33 AT WAVE 1 Q43). OTHERS GO TO Q18

Q15. **When we last spoke to you in [INSERT MONTH OF PREVIOUS SURVEY] 2004, you were working towards a [INSERT NAME OF QUALIFICATION TYPE]. Can I just check what has happened. Are you/did you ... ?**

READ OUT. SINGLE CODE ONLY. REPEAT FOR EACH QUALIFICATION AT WAVE 1 Q43

Still studying for this	1	
Complete your studies and achieve [QUALIFICATION]	2	
Complete your studies but achieve a different qualification [WRITE IN]	3	Go to Q17
Complete your studies but with no qualification	4	
Leave the course early (but intend to resume it)	5	Go to Q16
Leave the course early (but don't intend to go back to that course or college)	6	
Was not working towards named qualification	7	Go to Q18
Other (WRITE IN)	8	Go to Q17
Don't know/unsure	9	

ASK ALL THOSE STUDYING FOR A FORMAL QUALIFICATION (CODES 1-33 AT WAVE 1 Q43)
AND WHO LEFT ANY COURSE EARLY (CODE 5 OR 6 AT Q15)

Q16. **Why haven't you completed/didn't you complete the course?**

PROMPT TO PRE-CODE. PROBE FULLY. MULTICODE OK. REPEAT FOR EACH QUALIFICATION AT Q43 WAVE 1 WHICH IS CODE 5 OR 6 AT Q15

course cancelled	1
lack of time/too busy	2
difficult to fit in with family/personal commitments (e.g. childcare)	3
difficult to fit in with work commitments	4
lack of support/help	5
lack of information	6
pace of course too quick/course too difficult/advanced	7
pace of course too slow/course too easy/knew it already	8
Missed too much/got too far behind	9
course too long	10
course too short	11
financial reasons/too expensive/couldn't cope financially	12
course at inconvenient time	13
course at inconvenient location	14
wrong course for me	15
course content wasn't what I had expected or wanted	16
course not practical enough	17
too many students/trainees in the group	18
too few students/trainees in the group	19
lost interest/boring	20
badly organised	21
tutor poor/problems with teaching quality	22
own ill-health/disability	23
Other (WRITE IN)	24
Don't know	25

ASK ALL STUDYING FOR A FORMAL QUALIFICATION (CODES 1-33 AT WAVE 1 Q43). OTHERS GO TO Q18

Q17. **How well-informed, if at all, did you feel when making the decision to take this course? Were you ...?**

READ OUT. SINGLE CODE ONLY. REPEAT FOR EACH QUALIFICATION AT WAVE 1 Q43

Very well-informed	1
Fairly well-informed	2
Not very well-informed	3
Not at all well-informed	4
Don't know	5

READ OUT FOR ALL WHO WERE STUDYING FOR A FORMAL QUALIFICATION (CODES 1-33 AT WAVE 1 Q43)

Now I'd like to find out about any OTHER learning or training that you have done more recently, apart from the course(s)/qualification(s) we have just talked about.

READ OUT FOR ALL OTHERS

I'd now like to ask you about learning or training that you have done recently or are doing now.

- Q18. **Have you taken part in any training/learning since [INSERT MONTH OF PREVIOUS SURVEY] 2004? This can be any kind of learning, such as learning on your own, evening classes or you trying to improve your skills.**
SINGLE CODE

Yes	1	Go to Q19
No	2	Go to Q43 (EXCEPT Code 1 at Q15 who go to Q41)
Don't know	3	

ASK ALL CODE 1 AT Q18. OTHERS GO TO Q41 OR Q43

- Q19. **Which of the following types of learning or training activity, if any, have you done over the last two years, since [INSERT MONTH OF PREVIOUS SURVEY] 2004?**
READ OUT. RANDOMISE ORDER. MULTICODE OK

Course of full-time study leading to a qualification	1	Go to Q20
Course of part-time study leading to a qualification	2	
Taught courses designed to help you develop skills that you might use in a job, but that does not lead to a qualification	3	Go to Qnew
Other, e.g. driving lessons, art evening classes or online learning	4	
None of these	5	Go to Q39
Don't know	6	

ASK ALL CODES 3-6 AT Q19. OTHERS GO TO Q20 OR Q39

- Qnew **Are you still on this course/any of these courses?**
1 PROMPT TO PRE-CODE. SINGLE CODE

Yes, still on the course	1	Go to Q39
No, have finished the course	2	
No, left the course early	3	
Don't know	4	

ASK ALL CODES 1 AND 2 AT Q19. OTHERS GO TO Q39

Q20. **What qualifications were/are you working towards?**

DO NOT PROMPT. MULTICODE OK

Q21. **People study for a range of reasons, some to improve their job or career and others because they are interested in a subject for other reasons (e.g. interest, hobbies, for a challenge). What was/is your main reason for taking [QUALIFICATION]?**

REPEAT FOR EACH QUALIFICATION MENTIONED AT Q20. DO NOT PROMPT.
SINGLE CODE ONLY

	Q20	Q21				
		1	2	3	4	5
Degree level qualification, including graduate membership of a professional institute or PCGE or higher degree	1					
HNC/HND	2					
ONC/OND	3					
BTEC, BEC or TEC	4					
SCOTVEC, SCOTEC or SCOTBEC	5					
Teaching qualification (excluding PGCE)	6					
Nursing or other medical qualification	7					
Other higher education qualification	8					
A Level/Vocational A Level or equivalent	9					
Scottish Highers/SCE Highers	10					
NVQ/SVQ	11					
GNVQ/GSVQ	12					
AS Level	13					
Certificate of Sixth Year Studies (CSYS) or equivalent	14					
O Level or equivalent	15					
SCE Standard/Ordinary (O) Grade	16					
GCSE	17					
CSE	18					
RSA	19					
City and Guilds	20					
YT Certificate	21					
Any other professional/vocational qualification/foreign qualifications	22					
Diploma in Higher Education	23					
National Qualifications (Scotland)	24					
National Certificate in Literacy & Numeracy	25					
Other (WRITE IN)	26					
Don't know	27					

Q21.1 = To get a specific job or career

Q21.2 = To help get a better job, don't know what

Q21.3 = Purely for personal interest/ self-development

Q21.4 = Other (WRITE IN)

Q21.5 = Don't know

ASK FOR EACH QUALIFICATION WORKING TOWARDS AT Q20

Q22. **And what has happened with your [QUALIFICATION] ?**

PROMPT TO OUTCOME PRE-CODES 1 TO 7. MULTICODE OK FOR EACH TYPE OF QUALIFICATION WORKING TOWARDS (for example, respondents could be taking three A levels, have dropped one but are continuing to study the others).

	1	2	3	4	5	6	7
Degree level qualification, including graduate membership of a professional institute or PCGE or higher degree							
HNC/HND							
ONC/OND							
BTEC, BEC or TEC							
SCOTVEC, SCOTEC or SCOTBEC							
Teaching qualification (excluding PGCE)							
Nursing or other medical qualification							
Other higher education qualification							
A Level/Vocational A Level or equivalent							
Scottish Highers/SCE Highers							
NVQ/SVQ							
GNVQ/GSVQ							
AS Level							
Certificate of Sixth Year Studies (CSYS) or equivalent							
O Level or equivalent							
SCE Standard/Ordinary (O) Grade							
GCSE							
CSE							
RSA							
City and Guilds							
YT Certificate							
Any other professional/vocational qualification/foreign qualifications							
Diploma in Higher Education							
National Qualifications (Scotland)							
National Certificate in Literacy & Numeracy							
Other (WRITE IN)							
Don't know							

Q22.1 = Still studying

Q22.2 = Completed studies and achieved this qualification

Q22.3 = Completed studies but achieved a different qualification (WRITE IN)

Q22.4 = Completed studies but no qualification

Q22.5 = Left the course early (but intend to resume)

Q22.6 = Left the course early (but don't intend to go back)

Q22.7 = Other (WRITE IN)

IF NO CODE 1 FOR ITEMS 1-27 AT Q22, GO TO Q39

ASK ALL CODE 1 AT Q22.1

Q23. **Will your degree be ... ?**

READ OUT. SINGLE CODE

A higher degree (including PGCE)	1	Go to Q24
A first degree	2	
Other (e.g. graduate member of a professional institute or chartered accountant)	3	
Don't know	4	

ASK ALL CODE 1 AT Q23

Q24. **Will your higher degree be ... ?**

READ OUT. SINGLE CODE

A doctorate	1
A masters	2
A postgraduate certificate in education	3
Some other postgraduate degree or professional qualification	4
Don't know	5

ASK ALL CODE 1 AT Q22.6

Q25. **Will your teaching qualification be for ... ?**

READ OUT. SINGLE CODE

Further education	1
Secondary education	2
Primary education	3
Don't know	4

ASK ALL CODE 1 AT Q22.9

Q26. **When you finish ALL the A levels that you are currently working towards, and assuming you pass them all, will you have ... ?**

READ OUT. SINGLE CODE ONLY

1 A level (or equivalent)	1
2 or more A levels	2
Don't know	3

ASK ALL CODE 1 AT Q22.10

Q27. **When you finish ALL the Scottish Highers that you are currently working towards, and assuming you pass them all, will you have ... ?**

READ OUT. SINGLE CODE ONLY

1 or 2 SCE Highers	1
3 or more SCE Highers	2
Don't know	3

ASK ALL CODE 1 AT Q22.13

Q28. **When you finish ALL the A/S levels that you are currently working towards, and assuming you pass them all, will you have ... ?**

READ OUT. SINGLE CODE ONLY

1 A/S level	1
2 or 3 A/S levels	2
4 or more A/S levels	3
Don't know	4

ASK ALL CODE 1 AT Q22.24

Q29. **When you finish this, what will be your highest National Qualification?**

READ OUT. SINGLE CODE ONLY

Access level	1	
Intermediate level 1	2	Go to Q39
Intermediate level 2	3	
Higher	4	Go to Q31
Advanced Higher	5	Go to Q30
Don't know	6	Go to Q39

ASK ALL CODE 5 AT Q29

Q30. **When you finish ALL the Advanced Highers that you are currently working towards, and assuming you pass them all, will you have ... ?**

READ OUT. SINGLE CODE ONLY

1 Advanced Higher	1
2 or more Advanced Highers	2
Don't know	3

ASK ALL CODE 4 AT Q29

Q31. **When you finish ALL the Highers that you are currently working towards, and assuming you pass them all, will you have ... ?**

READ OUT. SINGLE CODE ONLY

3 or more Highers	1
1 or 2 Highers	2
Don't know	3

ASK ALL CODE 1 AT Q22.2-4

Q32. **When you finish it, will your highest HNC/HND/BTEC/ONC/OND qualification be ... ?**

READ OUT. SINGLE CODE ONLY

At higher level	1
At national certificate or national diploma level	2
A first diploma or general diploma	3
A first certificate or general certificate	4
At higher level	5
Don't know	6

ASK ALL CODE 1 AT Q22.5

Q33. **When you finish it, will your highest SCOTVEC qualification be ... ?**

READ OUT. SINGLE CODE ONLY

At higher level	1
At national certificate or national diploma level	2
A first diploma or general diploma	3
A first certificate or general certificate	4
At higher level	5
Don't know	6

ASK ALL CODE 1 AT Q22.15-18

Q34. **When you finish ALL the CSE/GCSE or O level/SCE qualifications that you are currently working towards, and assuming you pass them all, how many of the following will you get: CSEs at Grade 1, GCSEs or O-Levels at Grade C or above, or SCEs at grade 3?**

READ OUT. SINGLE CODE ONLY

1 to 4 passes at this level	1
5 or more passes at this level	2
Don't know	3

ASK ALL CODE 1 AT Q22.19

Q35. **When you finish it will your highest RSA qualification be ... ?**

READ OUT. SINGLE CODE ONLY

A higher diploma	1
An advanced diploma or advanced certificate	2
A diploma	3
Some other RSA (including stage 1, 2 or 3)	4
Don't know	5

ASK ALL CODE 1 AT Q22.20

Q36. **When you finish it will your highest City and Guilds qualification be ... ?**

READ OUT. SINGLE CODE ONLY

Advanced Craft/part 3	1
Craft/part 2	2
Foundation/part 1	3
Don't know	4

ASK ALL CODE 1 AT Q22.12

Q37. **When you finish it will your highest GNVQ/GSVQ be at ... ?**

READ OUT. SINGLE CODE ONLY

Advanced level	1
Intermediate level	2
Foundation level	3
Don't know	4

ASK ALL CODE 1 AT Q22.11

Q38. **When you finish it will your highest full NVQ/SVQ be at ... ?**

READ OUT AND CODE ONE ONLY

Level 1	1
Level 2	2
Level 3	3
Level 4	4
Level 5	5
Don't know	6

ASK ALL IN ANY ADDITIONAL LEARNING SINCE WAVE 1 (CODE 1 AT Q18).

Q39. **Thinking about all the courses you have taken since [INSERT MONTH OF PREVIOUS SURVEY] 2004, how, if at all, were they paid for?**
PROMPT TO PRE-CODE. MULTICODE OK

No fees	1
Paid for by you	2
Employer/future employer	3
Student grant	4
New Deal Scheme	5
Training for work/Youth Employment training/Learning and Skills Council (LSC)	6
Other (WRITE IN)	7
Don't know	8

ASK ALL IN ANY ADDITIONAL LEARNING SINCE WAVE 1 (CODE 1 AT Q18) AND WHO ARE EMPLOYEES (CODES 1 OR 2 AT Q1)

Q40. **Was your employer involved in your decision to start this/these courses, or not?**
SINGLE CODE

Yes	1
No	2
Don't know	3

ASK ANY CODE 1 AT Q22.1-26 PLUS CODE 1 AT Q15 PLUS CODE 1 AT QNEW1. OTHERS GO TO Q43

Q41. **How many hours a week in total, on average, do you spend doing learning activities?**

RECORD APPROXIMATE NUMBER OF HOURS ON AVERAGE

RECORD HOURS

Don't know | 1

ASK ALL

Q43. **Can I just check, what is the highest level of formal qualification you now have (so that is not counting the courses that you are still taking but haven't finished yet)?**
DO NOT PROMPT. SINGLE CODE ONLY UNLESS RESPONDENT DOES NOT KNOW OR IS UNSURE WHICH ONE IS THE HIGHEST THEN MULTICODE OK

Degree level qualification, including graduate membership of a professional institute or PGCE or higher degree	1	GO TO Q44
HNC/HND	2	GO TO Q53
ONC/OND	3	GO TO Q53
BTEC, BEC or TEC	4	GO TO Q53
SCOTVEC, SCOTEC or SCOTBEC	5	GO TO Q54
Teaching qualification (excluding PGCE)	6	GO TO Q46
Nursing or other medical qualification	7	GO TO Q60
Other higher education qualification	8	GO TO Q60
A Level/Vocational A Level or equivalent	9	GO TO Q47
Scottish Highers/SCE Highers	10	GO TO Q48
NVQ/SVQ	11	GO TO Q59
GNVQ/GSVQ	12	GO TO Q58
AS Level	13	GO TO Q49
Certificate of Sixth Year Studies (CSYS) or equivalent	14	GO TO Q60
O Level or equivalent	15	GO TO Q55
SCE Standard/Ordinary (O) Grade	16	GO TO Q55
GCSE	17	GO TO Q55
CSE	18	GO TO Q55
RSA	19	GO TO Q56
City and Guilds	20	GO TO Q57
YT Certificate	21	GO TO Q60
Any other professional/vocational qualification/foreign qualifications	22	GO TO Q60
Diploma in Higher Education	23	GO TO Q60
National Qualifications (Scotland)	24	GO TO Q50
National Certificate in Literacy & Numeracy	25	GO TO Q60
Other (WRITE IN)	26	GO TO Q60
No formal qualifications	27	GO TO Q60
Don't know	28	GO TO Q60

ASK ALL CODE 1 AT Q43

Q44. **Is your highest degree ... ?**

READ OUT. SINGLE CODE

A higher degree (including PGCE)	1	Go to Q45
A first degree	2	Go to Q60
Other (e.g. graduate member of a professional institute or chartered accountant)	3	
Don't know	4	

ASK ALL CODE 1 AT Q44

Q45. **Is your degree ... ?**

READ OUT. SINGLE CODE

A doctorate	1
A masters	2
A postgraduate certificate in education	3
Some other postgraduate degree or professional qualification	4
Don't know	5

ASK ALL CODE 6 AT Q43

Q46. **Is your teaching qualification for ... ?**

READ OUT. SINGLE CODE

Further education	1
Secondary education	2
Primary education	3
Don't know	4

ASK ALL CODE 9 AT Q43

Q47. **How many A levels do you hold ?**

READ OUT. SINGLE CODE ONLY

1 A level (or equivalent)	1
2 or more A levels	2
Don't know	3

ASK ALL CODE 10 AT Q43

Q48. **How many Scottish Highers do you hold?**

READ OUT. SINGLE CODE ONLY

1 or 2 SCE Highers	1
3 or more SCE Highers	2
Don't know	3

ASK ALL CODE 13 AT Q43

Q49. **How many A/S levels do you hold ?**

READ OUT. SINGLE CODE ONLY

1 A/S level	1
2 or 3 A/S levels	2
4 or more A/S levels	3
Don't know	4

ASK ALL CODE 24 AT Q43

Q50. **What is your highest national qualification?**

READ OUT AND CODE HIGHEST ONLY

Access level	1	
Intermediate level 1	2	Go to Q60
Intermediate level 2	3	
Higher	4	Go to Q52
Advanced Higher	5	Go to Q51
Don't know	6	Go to Q60

ASK ALL CODE 5 AT Q50

Q51. **How many Advanced Highers do you hold?**

READ OUT. SINGLE CODE ONLY

1 Advanced Higher	1
2 or more Advanced Highers	2
Don't know	3

ASK ALL CODE 4 AT Q50

Q52. **How many Highers do you hold?**

READ OUT. SINGLE CODE ONLY

3 or more Highers	1
1 or 2 Highers	2
Don't know	3

ASK ALL CODES 2-4 AT Q43

Q53. **What is your highest type of HNC/HND/ONC/OND/BTEC?**

READ OUT AND CODE HIGHEST ONLY

At higher level	1
At national certificate or national diploma level	2
A first diploma or general diploma	3
A first certificate or general certificate	4
At higher level	5
Don't know	6

ASK ALL CODE 5 AT Q43

Q54. **What is your highest type of SCOTVEC?**

READ OUT AND CODE HIGHEST ONLY

At higher level	1
At national certificate or national diploma level	2
A first diploma or general diploma	3
A first certificate or general certificate	4
At higher level	5
Don't know	6

ASK ALL CODE 15-18 AT Q43

Q55. **How many CSE grade 1/GCSE or O level at grade C or above/SCE at grade 3 qualifications do you hold?**

READ OUT. SINGLE CODE ONLY

1 to 4 passes at this level	1
5 or more passes at this level	2
Don't know	3

ASK ALL CODE 19 AT Q43

Q56. **Which type of RSA qualification do you hold?**

READ OUT AND CODE HIGHEST ONLY

A higher diploma	1
An advanced diploma or advanced certificate	2
A diploma	3
Some other RSA (including stage 1, 2 or 3)	4
Don't know	5

ASK ALL CODE 20 AT Q43

Q57. **Which type of City and Guilds qualification do you hold?**

READ OUT AND CODE HIGHEST ONLY

Advanced Craft/part 3	1
Craft/part 2	2
Foundation/part 1	3
Don't know	4

ASK ALL CODE 12 AT Q43

Q58. **Which type of GNVQs or GSVQs qualification do you hold ?**

READ OUT AND CODE HIGHEST ONLY

Advanced level	1
Intermediate level	2
Foundation level	3
Don't know	4

ASK ALL CODE 11 AT Q43

Q59. **Which type of NVQs or SVQs qualification do you hold?**

READ OUT AND CODE ONE ONLY

Level 1	1
Level 2	2
Level 3	3
Level 4	4
Level 5	5
Don't know	6

IAG services

ASK ALL

I'd now like to ask you about any information, advice or other help you've received from anyone since [INSERT MONTH OF PREVIOUS SURVEY] 2004 regarding your current or future job/career, and any courses or learning you were interested in.

Q60. Have you spoken to any of the following people or organisations about these things **IN THE LAST SIX MONTHS?**

READ OUT. RANDOMISE ORDER. MULTICODE OK

Advisor at a school/college/university/adult education centre	1
Advisor at a careers service, Connexions or Nextsteps	2
Social worker, probation service or other professional	3
Employer	4
New Deal or JSA advisor/Jobcentre Plus /Jobclub/Benefits Office	5
Learndirect helpline	6
Community/religious/voluntary organisation	7
Family member/friend	8
Professional bodies/trade unions/work representatives	9
Other (WRITE IN)	10
I have spoken to no-one else	11
Don't know	12

Q61. Have you spoken to any of the following people or organisations about these things **MORE THAN SIX MONTHS AGO BUT SINCE WE LAST SPOKE WITH YOU IN** [INSERT MONTH OF PREVIOUS SURVEY] **2004?**

READ OUT. RANDOMISE ORDER. MULTICODE OK

Advisor at a school/college/university/adult education centre	1
Advisor at a careers service, Connexions or Nextsteps	2
Social worker, probation service or other professional	3
Employer	4
New Deal or JSA advisor/Jobcentre Plus /Jobclub/Benefits Office	5
Learndirect helpline	6
Community/religious/voluntary organisation	7
Family member/friend	8
Professional bodies/trade unions/work representatives	9
Other (WRITE IN)	10
I have spoken to no-one else	11
Don't know	12

ASK ALL CODES 1-10 AT Q60.

Q62. **Thinking back to (all) the person/people or organisation(s) you spoke to IN THE LAST SIX MONTHS, what was your main reason for seeking help?**

DO NOT PROMPT. MULTICODE OK

Q63. **You said you wanted ...REPEAT FOR EACH RESPONSE AT Q62. Did you actually get this ?**

Q64. **And did you get anything else? DO NOT PROMPT. MULTICODE OK**

	Q62	Q63		Q64
		Yes	No	
To find out about career/job opportunities	1	1	1	1
To find out about training opportunities	2	2	2	2
To find out about learning opportunities	3	3	3	3
Advice on what to do next	4	4	4	4
Help to build my confidence	5	5	5	5
I needed help planning my future after changes to my personal circumstances (e.g. had a baby, become disabled, moved into new geographical area)	6	6	6	6
I needed help planning my future after changes to my work and/or training/learning situation (e.g. finishing course, made redundant)	7	7	7	7
Other (WRITE IN)	8	8	8	8
No, did not get anything else	NA	NA	NA	9
Don't know/not sure	10	NA	NA	10

ASK ALL CODES 1-10 AT Q61.

Q65. **Thinking back to (all) the person/people or organisation(s) you spoke to MORE THAN SIX MONTHS AGO, what was your main reason for seeking help?**

DO NOT PROMPT. MULTICODE OK

Q66. **You said you wanted... REPEAT FOR EACH RESPONSE AT Q65 Did you actually get this?**

Q67. **And did you get anything else? DO NOT PROMPT. MULTICODE OK**

	Q65	Q66		Q67
		Yes	No	
To find out about career/job opportunities	1	1	1	1
To find out about training opportunities	2	2	2	2
To find out about learning opportunities	3	3	3	3
Advice on what to do next	4	4	4	4
Help to build my confidence	5	5	5	5
I needed help planning my future after changes to my personal circumstances (e.g. had a baby, become disabled, moved into new geographical area)	6	6	6	6
I needed help planning my future after changes to my work and/or training/learning situation (e.g. finishing course, made redundant)	7	7	7	7
Other (WRITE IN)	8	8	8	8
No, did not get anything else	NA	NA	NA	9
Don't know/not sure	10	NA	NA	10

ASK ALL WHO LIST TWO OR MORE DIFFERENT SOURCES WHEN RESPONSES AT Q60&Q61 ARE COMBINED

Q68. **Again thinking back to all the people/organisations you spoke to, who or which was the most useful to you?** PROMPT TO PRE-CODES. SINGLE CODE ONLY

Advisor at a school/college/university/adult education centre	1
Advisor at a careers service, Connexions or Nextsteps	2
Social worker, probation service or other professional	3
Employer	4
New Deal or JSA advisor/Jobcentre Plus/Jobclub/Benefits Office	5
Learndirect helpline	6
Community/religious/voluntary organisation	7
Family member/friend	8
Professional bodies/trade unions/work representatives	9
Other (WRITE IN)	10
None of these	
Don't know	11

ASK ALL LISTING AT LEAST ONE SOURCE AT Q60 AND/OR Q61 (CODES 1-10)

Q69. **Overall, how satisfied or dissatisfied were you with the help you received from all sources since [INSERT MONTH OF PREVIOUS SURVEY] 2004? Were you ...**
READ OUT. SINGLE CODE

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL LISTING AT LEAST ONE SOURCE AT Q60 (CODES 1-10)

Q70. **Overall, which of the following statements best describes the help you received IN THE LAST SIX MONTHS?**

READ OUT. RANDOMISE ORDER. SINGLE CODE ONLY

Providing you with some factual information	1
Giving you advice on how to use information or relate it to your own circumstances	2
Having an in-depth personal discussion about what you really want to do and how you might move in your desired direction	3
Other (WRITE IN)	4
None of these	5
Don't know	6

ASK ALL LISTING AT LEAST ONE SOURCE AT Q61 (CODES 1-10)

Q71. **Overall, which of the following statements best describes the help you received MORE THAN SIX MONTHS AGO?**

READ OUT. RANDOMISE ORDER. SINGLE CODE ONLY

Providing you with some factual information	1
Giving you advice on how to use information or relate it to your own circumstances	2
Having an in-depth personal discussion about what you really want to do and how you might move in your desired direction	3
Other (WRITE IN)	4
None of these	5
Don't know	6

ASK ALL LISTING AT LEAST ONE SOURCE AT Q60 AND/OR Q61 (CODES 1-10)

Q72. **I'd now like to ask you about the kind of help you received in a little more detail. Thinking back, since [INSERT MONTH OF PREVIOUS SURVEY] 2004 were you given any of the following types of INFORMATION?**

READ OUT. RANDOMISE ORDER. MULTICODE OK

Information on the types of work you might consider	1
Information on work/job vacancies or where to find these	2
Information on courses (e.g. on training or learning available locally)	3
Information about financial support available to help you study	4
Information on how to apply for jobs or courses	5
Information on how to write your own CV	6
Providing you with materials to assess your own skills	7
Other (WRITE IN)	8
None of these	9
Don't know/can't remember	10

ASK ALL LISTING AT LEAST ONE SOURCE AT Q60 AND/OR Q61 (CODES 1-10)

Q73. **Still thinking about the kind of help you received since [INSERT MONTH OF PREVIOUS SURVEY] 2004 in a little more detail were you given any of the following types of HELP OR ADVICE related to your own needs or situation?**

READ OUT. RANDOMISE ORDER. MULTICODE OK

Help with understanding/using the information you already have	1
Help finding your way around information sources (e.g. on the computer)	2
Help with the writing of your CV	3
Help with making an application for a job or a course	4
Discussing your previous work and education, and your skills	5
Having an assessment of your skills and abilities (e.g. tests of skills, reasoning or personality)	6
Help with coming up with new or wider options	7
Going through some of your options and looking at the pros and cons of each	8
Help in making a plan of what you might do next	9
Suggestions for ways you might overcome any difficulties relating to getting into work/learning	10
Other (WRITE IN)	11
None of these	12
Don't know/can't remember	13

ASK ALL LISTING AT LEAST ONE SOURCE AT Q60 AND/OR Q61 (CODES 1-10)

Q74. **Overall, since [INSERT MONTH OF PREVIOUS SURVEY] 2004, what kinds of contact have you had with an adviser (by adviser we mean someone who has helped you find out about or make a decision about work or learning)?**

READ OUT. RANDOMISE ORDER. MULTICODE OK

Face-to-face	1
By telephone	2
By post	3
By e-mail, internet or online	4
By another method of contact	5
Don't know	6

ASK ALL

Q75. **The Government feels that free information, advice and guidance services should be available to the public. However, some people may want more individual help and advice. If you wanted this extra support, how likely or unlikely do you think you would be to pay for this help? Would you be ...**

READ OUT. SINGLE CODE

Highly likely	1
Quite likely	2
Neither likely nor unlikely	3
Quite unlikely	4
Highly unlikely	5
Would not want this extra support	6
Don't know	7

Q76. **Could I just check whether you have any access to the internet? This could be at home, work or college etc.**

SINGLE CODE

Yes	1	Go to Q77
No	2	Go to Q79
Don't know	3	

ASK ALL CODES 1-4 AT Q76

Q77. **Have you looked for any of the following on the internet in the LAST SIX MONTHS?**

READ OUT. RANDOMISE ORDER. MULTICODE OK

Q78. **Thinking further back, MORE THAN SIX MONTHS AGO, have you ever looked for any of the following on the internet?**

READ OUT. RANDOMISE ORDER. MULTICODE OK

	Q77	Q78
Job vacancies	1	1
Information about employers	2	2
Careers information	3	3
Course/training information	4	4
Careers advice	5	5
Advice on getting a job (e.g. filling out a CV, writing an application letter)	6	6
Self-assessment tools (e.g. tests of personality or job suitability)	7	7
None of these	8	8
Don't know	9	9

Satisfaction with position in the labour market

ASK ALL CODES 1-4 AT Q1 OR CODE 1 AT Q4. OTHERS GO TO Q81

I'd now like to ask you a few questions about your current position and how you feel about the opportunities open to you.

Q79. **All things considered, how satisfied or dissatisfied are you with your present job overall? Are you ... ?**

READ OUT. SINGLE CODE

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

Q80. I'm going to read out a list of various aspects of jobs. For each one, please tell me how satisfied or dissatisfied you are with that particular aspect of your present job.

READ OUT. ROTATE ORDER. SINGLE CODE ONLY PER ITEM

	Very satisfi ed	Fairly satisfi ed	Neither satisfie d nor dissatis fied	Fairly dissati sfied	Very dissati sfied	Don't know
The total pay, including any overtime or bonuses	1	2	3	4	5	6
Your job security	1	2	3	4	5	6
Being able to use your own abilities and skills	1	2	3	4	5	6
Opportunities for career advancement	1	2	3	4	5	6
The number of hours you work	1	2	3	4	5	6
The flexibility of the hours you work	1	2	3	4	5	6
The variety of your work	1	2	3	4	5	6
How interesting you find your work	1	2	3	4	5	6

ASK ALL

Q81. I'm now going to read out some statements about people's attitudes towards learning, and I would like you to tell me to what extent you agree or disagree with each one?

READ OUT. ROTATE ORDER. SINGLE CODE ONLY PER ITEM

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
You need qualifications to get anywhere these days	1	2	3	4	5	6
Employers seldom take notice of the learning, education or training you have done	1	2	3	4	5	6
Learning about new things is enjoyable	1	2	3	4	5	6
You're more likely to get a better job if you have done some learning, education or training	1	2	3	4	5	6
I don't have the confidence to learn new skills	1	2	3	4	5	6
Learning isn't for people like me	1	2	3	4	5	6
I'm not interested in doing any more learning, education or training	1	2	3	4	5	6
I see paying for my own learning as an investment	1	2	3	4	5	6
Information about the range of courses available is easy to find	1	2	3	4	5	6

Now thinking generally about your current position (i.e. what you have achieved, and the options available to you) ...

ASK ALL CURRENTLY WORKING OR HAVE WORKED SINCE WAVE 1 (CODES 1-4 AT Q1 OR CODE 1 AT Q4 OR CODE 1 AT Q11) PLUS THOSE WHO HAVE EVER WORKED (CODES 1-4 AT WAVE 1 Q32 OR CODE 1 AT WAVE 1 Q33 OR CODE 1 AT WAVE 1 Q35)

Q82. **How satisfied or dissatisfied generally do you feel with what you've achieved so far in your current/previous job? Are you ... ?**

READ OUT. SINGLE CODE

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL

Q83. **Overall, how easy or difficult do you find it to plan your future career? Is it ... ?**

READ OUT. SINGLE CODE

Very easy	1
Fairly easy	2
Fairly difficult	3
Very difficult	4
Don't know	5

Q84. **How well-informed, if at all, do you feel about the job opportunities that are available to you? Are you ... ?**

READ OUT. SINGLE CODE

Very well-informed	1
Fairly well-informed	2
Not very well-informed	3
Not at all well-informed	4
Don't know	5

Q85. **How confident, if at all, do you feel about getting into the kind of job that you want? Are you ... ?**

READ OUT. SINGLE CODE

Very confident	1
Fairly confident	2
Not very confident	3
Not at all confident	4
Don't know	5

Q86. **How satisfied or dissatisfied generally do you feel with what you've achieved so far in your current/previous learning and training? Are you ... ?**

READ OUT. SINGLE CODE

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

- Q87. **Overall, how easy or difficult do you find it to plan your future learning and training needs? Is it ... ?**
 READ OUT. SINGLE CODE

Very easy	1
Fairly easy	2
Fairly difficult	3
Very difficult	4
Don't know	5

- Q88. **How well-informed, if at all, do you feel about the learning and training opportunities that are available to you? Are you ... ?**
 READ OUT. SINGLE CODE

Very well-informed	1
Fairly well-informed	2
Not very well-informed	3
Not at all well-informed	4
Don't know	5

- Q89. **How confident, if at all, do you feel about getting the type of learning and training opportunities that you want? Are you ... ?**
 READ OUT. SINGLE CODE

Very confident	1
Fairly confident	2
Not very confident	3
Not at all confident	4
Don't know	5

Plans for the future, including career mobility and intention to pursue courses
--

ASK ALL CODES 1 AND 2 AT Q1

- Q90. **Which of the following best describes your plans for the next 12 months?**
 READ OUT. RANDOMISE ORDER. SINGLE CODE ONLY

Stay with current employer	1
Leave current employer	2
Become self-employed	3
Other (WRITE IN)	4
Don't know	5

ASK ALL CODES 1-4 AT Q1 PLUS ALL CODE 1 AT Q4

- Q91. **Thinking (again) about your plans for the next 12 months, do you plan to ... ?**
 READ OUT. SINGLE CODE ONLY

Do the same work at the same level as you are doing now	1
Do the same work but at a higher level	2
Do the same work but at a lower level	3
Change the type of work you do	4
Other (WRITE IN)	5
Don't know	6

ASK ALL

Q92. **Are you planning to study in the future? (Is that full-time or part-time?)**

SINGLE CODE ONLY

Yes, full-time	1
Yes, part-time	2
No	3
Other (WRITE IN)	4
Don't know	5

Outcomes of IAG

ASK ALL:

I'd now like to talk about whether the help and advice you've received over the past two and a half years has resulted in any changes to your life. I'm talking about help/advice relating to work, career or learning and this could include anything you received from as far back as October 2003 (which would have been about six months before we spoke to you the first time), as well as any you have received more recently.

Firstly I'd like to talk about work and training/learning.

- Q93. Since October 2003, which, if any, of these things have happened to you because of the information, advice or other help you received from the people/organisations you have spoken to (these could include an adviser at school or college, or at the careers service or Jobcentre, learndirect helpline, your employer or someone in your family)?

READ OUT. RANDOMISE ORDER. MULTICODE OK

CODES 18 AND 19 AT Q93 GO TO Q95

- Q94. And to what extent, if at all, do you think you would have [INSERT FROM Q93] anyway, without the help of the people/organisations you talked to? Would you say you ...?

REPEAT FOR EACH ITEM MENTIONED AT CODES 1-17 AT Q93. READ OUT.
SINGLE CODE ONLY

	Q93	Q94				
		1	2	3	4	5
Started looking for a job	1					
Started applying for jobs	2					
Got a job	3					
Changed to a different type of work	4					
Achieved a promotion at work	5					
Had a performance-related pay rise over and above a cost of living increase	6					
Set up my own business	7					
Offered more job interviews	8					
Taken part in a training course	9					
Enrolled on a course	10					
Working towards a qualification	11					
Obtained a qualification	12					
Improved existing skills/learnt new skills	13					
Improved my English-speaking skills	14					
Learnt how to write a CV/letters/fill out forms	15					
Improved my reading/writing skills	16					
Other (WRITE IN)	17					
None of these	18	na	na	na	na	na
Don't know	19	na	na	na	na	na

Q94.1 = Definitely would have done anyway

Q94.2 = Probably would have done anyway

Q94.3 = Probably wouldn't have done

Q94.4 = Definitely wouldn't have done

Q94.5 = Don't know

Now I'd like to talk about the way you feel about yourself and what you can do.

- Q95. **Which, if any, of the following things have happened to you because of the help and advice you received from the people/organisations we were talking about earlier?**

READ OUT. RANDOMISE ORDER. MULTICODE OK

CODES 15 AND 16 AT Q95 GO TO Q97

- Q96. **And to what extent, if at all, do you think the following things would have happened anyway, without the help of the people/organisations you talked to? [INSERT FROM Q95]. Would you say it ... ?**

REPEAT FOR EACH ITEM MENTIONED AT CODES 1-14 AT Q95. READ OUT
SINGLE CODE ONLY

	Q95	Q96				
		1	2	3	4	5
I am more confident in my ability to get a job	1					
I am clearer about what I want do with my career	2					
I am more aware of the job options that are available to me	3					
I know where to look for suitable jobs	4					
I feel motivated to look for work	5					
I am more confident when attending job interviews	6					
I am more confident about doing some voluntary/community work	7					
I have widened my job search to new geographical areas	8					
I am more confident about my ability to do some learning/start a training course	9					
I am more aware of the training/learning options that are available to me	10					
I know where to look for suitable training courses	11					
I feel motivated to do some training/take a course	12					
I have made new friends/met people in a similar situation to me	13					
I feel more confident generally about myself and what I can achieve	14					
None of these	15	na	na	na	na	na
Don't know	16	na	na	na	na	Na

Q96.1 = Definitely would have happened anyway

Q96.2 = Probably would have happened anyway

Q96.3 = Probably wouldn't have happened

Q96.4 = Definitely wouldn't have happened

Q96.5 = Don't know

- Q97. **Overall, what improvement, if any, would you say that the help and advice that we have been talking about has made in your life? Has it ... ?**

READ OUT. SINGLE CODE

Made a big improvement	1
Made some improvement	2
Made no improvement	3
Made things worse	4
Don't know	5

Qnew 2 **Is there any other information, help or advice that you would have liked that could have supported you in your employment, learning and/or training ambitions? If yes, what would this be?**
SINGLE CODE

Yes (WRITE IN VERBATIM. PROBE FULLY)	1
No	2
Don't know	3

Income levels

ASK ALL

Q98. **People can receive income from a variety of sources. Can you please tell me which types of income you and others in your household receive?**
DO NOT PROMPT. MULTICODE OK. REASSURE RE. CONFIDENTIALITY AS NECESSARY

Earnings from employment or self-employment	1
State Retirement Pension	2
Pension from former employer/husband's or wife's pension	3
Child Benefit	4
Jobseeker's Allowance (JSA)	5
Income Support	6
Incapacity Benefit	7
Invalid Care Allowance	8
Statutory Maternity Pay	9
Working Families Tax Credit (WFTC)	10
Housing Benefit	11
Council Tax Benefit	12
Severe Disablement Allowance	13
Disability Living Allowance	14
Other benefits or allowances from the government	15
Income from savings and/or investments	16
Child/spouse maintenance from a former husband/wife/partner	17
Other (WRITE IN)	18
Don't know	19
Refused	20

Q99. **Thinking about the income that you PERSONALLY receive from the source you've just mentioned/all of the sources you've just mentioned added together, how much money do you receive before any deductions for income tax, national insurance and so on? Please do not include the income of other people that you live with.**
IF EXACT FIGURE NOT KNOWN, PROBE FOR BEST ESTIMATE

£

None of these	1
Don't know	2
Refused	3

ASK ALL SAYING £1+ AT Q99. OTHERS GO TO NEXT SECTION

Q100. **And is that ... ?**

READ OUT. SINGLE CODE

Weekly	1
Fortnightly	2
Monthly	3
Yearly	4
Don't know	5
Refused	6

ASK THOSE CURRENTLY WORKING (CODES 1-4 AT Q1 PLUS CODE 1 AT Q4)

Q101. **Can I just check, how much of this comes from earnings from your main job?**

Please tell me the amount before any deductions for income tax, national insurance and so on. You can include overtime if this is usual for you. Please do not include the earnings of other people that you live with.

IF EXACT FIGURE NOT KNOWN, PROBE FOR BEST ESTIMATE

£

Don't know	1
Refused	2

ASK ALL SAYING £1+ AT Q101. OTHERS GO TO NEXT SECTION

Q102. **And is that ... ?**

READ OUT. SINGLE CODE

Weekly	1
Fortnightly	2
Monthly	3
Yearly	4
Don't know	5
Refused	6

Personal details

ASK ALL

Q103. **Do you have any dependent children that you are responsible for?**

PROMPT TO PRE-CODES. SINGLE CODE ONLY

Yes, single parent	1	Go to Q104
Yes, share parenting with a partner/other	2	
No	3	Go to Q105
Don't know	4	
Refused	5	

ASK ALL CODES 1 AND 2 AT Q104

Q104. **How many dependent children do you have in each of the following groups?**

READ OUT. DO NOT ROTATE

Children under 5 years old

Children aged 5-18 years old

Refused	1
---------	---

ASK ALL

Q105. **Do you have caring responsibilities for any family members (e.g. an elderly relative)?**

PROMPT TO PRE-CODES. SINGLE CODE ONLY

Yes, lone carer	1
Yes, share caring with a partner/other	2
No	3
Don't know	4
Refused	5

Q106. **Do you have any health problem(s) or disability(ies) that substantially limit your ability to carry out normal, day-to-day activities?**

SINGLE CODE ONLY

Yes	1
No	2
Don't know	3
Refused	4

Q107. **Would you be prepared to be re-contacted as part of this research, sometime in the future, to ask you some further questions?**

SINGLE CODE ONLY

Yes	1
No	2

THANK RESPONDENT AND GO TO NAME/ADDRESS DETAILS

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DfES Publications
P.O. Box 5050
Sherwood Park
Annesley
Nottingham
NG15 0DJ

Tel: 0845 60 222 60
Fax: 0845 60 333 60
Minicom: 0845 60 555 60
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