

## **Employer Satisfaction Survey 2011/12**

Guidance for reviewing and updating your employer list

**Date of issue** 14 December 2011

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### **Introduction**

The information you provide will be used to ensure the questionnaire reaches the right person at each employer, so it is important that you provide us with up-to-date contact details.

### **Instructions for updating your employer list:**

#### **Step One: Downloading your employer list**

**a. Download your employer list** from the Employer Satisfaction survey homepage.

**b. Save the Excel spreadsheet to your own network or PC using the exact naming convention.** Your file will not be accepted if the file name differs from that downloaded.

#### **Step Two:**

**a. Check and populate or update your spreadsheet** with all the fields listed in Table A below.

**Table A: List of fields providers need to check and update/populate**

Title (column N)	Title of the person receiving the survey questionnaire (Mr/Miss/Mrs/Ms etc).
First name (column O)	First name of the person receiving the survey questionnaire.
Surname (column P)	Surname of the person receiving the survey questionnaire.
Job Title (column Q)	Job title of the person receiving the survey questionnaire.
Telephone number (column R)	Telephone number for the person receiving the questionnaire including area codes.
Email (column S)	Email contact for the person receiving the questionnaire/online survey.

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An agency of the Department for Business, Innovation & Skills

Recognised as name (column E)	If your organisation subcontracted the training, supply us with the name of the subcontractor organisation which delivered the training. If your organisation is known to the employer under a different name, write in this name.
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Please do not alter the structure of your files. Files which have been structurally altered cannot be accepted.

**b. Identify and exclude ineligible employers.** Follow the instructions in the “What you need to do” column in Table B below to mark these employers on your spreadsheet.

**Table B: Identifying and excluding ineligible employers**

<b>REASONS FOR WANTING TO REMOVE AN EMPLOYER</b>	<b>WHAT YOU NEED TO DO ON THE EMPLOYER SPREADSHEET</b>
<b>The employer is no longer trading</b>	Select “Ceased trading” from the drop down menu in column T “Reason for Employer Removal”.
<b>The employer did not receive Employer Responsive training between August 2010 and July 2011</b>	Select “Did not deliver training in 2010/11” from the drop down menu in column T “Reason for Employer Removal.”
<b>The employer is also the provider (i.e. you are delivering training to your own staff)</b>	Select “Training own staff” from the drop down menu in column T “Reason for Employer Removal.”
<b>Duplicate records for exactly the same workplace. (This must have exactly the same address)</b>	Select “Duplicate site” from the drop down menu in column T “Reason for Employer Removal.” If there are two identical records flag one only. If there are three identical records, flag two records only – make sure you keep one record unflagged.

**c. Identify incorrect EDRS (Employer Data Registration Service) number and/or employer address.** Follow the instructions in the “What you need to do” column in Table C below to mark these employers on your spreadsheet.

**Table C: Identifying incorrect number and/ or employer address**

<b>FLAGGING AN EMPLOYER WITH INCORRECT EDRS AND/OR ADDRESS</b>	<b>WHAT YOU NEED TO DO ON THE EMPLOYER SPREADSHEET</b>
<b>The employer is no longer trading at the address listed</b>	<ul style="list-style-type: none"> <li>• Select “Address details incorrect” from the drop down menu in column T “Reason for Employer Removal”.</li> <li>• To impact on the survey notify Blue Sheep of the new address by no later than 31<sup>st</sup> January 2012.</li> <li>• Blue Sheep will update their records and provide Ipsos MORI with the correct address in time for the survey.</li> <li>• Continue to populate the spreadsheet with contact name, email, telephone and subcontractor, where you have details. (This is the information listed in Table A.) WE ask you to do this because Blue Sheep cannot provide this information.</li> </ul>
<b>The EDRS (Employer Data Registration Service) number is incorrect )</b>	<p>Type in the correct EDRS number in column U “Correct EDRS” for us to update your spreadsheet with the correct employer details. You still need to populate the spreadsheet with contact name, email, telephone and subcontractor, if appropriate. (This is the information listed in Table A.) We ask you to do this because Blue Sheep cannot provide this information.</p>

### **Step Three: Validate your spreadsheet**

#### **a. Validate your spreadsheet.**

The employer spreadsheet contains a validation script to help you check the data is suitable for the survey. It will highlight errors or missing information on the following fields:

- Title and Contact Names
- Job title
- Email address
- Telephone number.

Any errors found during the validation will appear in column V on the spreadsheet.

#### **b. Please check the error and correct it.**

### **Step Four: Upload your employer spreadsheet and provide a contact name for any queries.**

**a. Upload your amended list back onto the Extranet.** To do this select, the 'Browse' button, locate your file and then submit by clicking on the 'Upload' button. The uploaded file must have the same name as the downloaded file.

**b. Provide us with contact details for the appropriate person to contact** in your organisation should we need to contact you about the Employer Satisfaction Survey. To do this, select "Add/amend my contact details" tab on the Provider Extranet.

### **Data Protection**

The Data Protection Act covers the use of personal data only and does not apply to organisations or limited companies. Therefore you are able to share the name and contact details of an individual occupying a given position with an organisation or limited company.

In some cases the contact information we require may be classed as personal data, for example the name and address of an individual operating as a sole trader. This personal data will be processed solely for the research purposes permitted to be undertaken by or on behalf of the Chief Executive of Skills Funding and only retained as long as necessary and then securely destroyed.

### **Any questions?**

If you have any questions about the Employer Satisfaction survey, please refer to the Q&A below or the "[Contact Us](#)" page to select a query. If you require further information, follow the instructions on this page and you will be able to submit a query to us directly.

**Q&A:**

**Step One: Downloading your employer list**

**Q: Who do I contact if I am having trouble downloading my employer list?**

A: Please refer to the "Contact Us" page to select a query. If you require further information, follow the instructions on this page and you will be able to submit a query to us directly.

**Step Two: Check that the employers listed are correct:**

**Q: Why can't I just send you our own employer list?**

A: For the survey we are dealing with over 200,000 records and so we need to work in a systematic way, which is why it is essential you use our spreadsheet format.

**Q: Why can't I change your spreadsheet format?**

A: We need to understand the changes you have made and so it is essential you use our spreadsheet format, so we understand why and where you have made changes.

**Q: Do I need to supply a contact name for each employer on the list?**

A: Yes, this is essential to ensure your questionnaire reaches the right person. Without a contact name the questionnaire is likely to go astray. (Employers respond well to receiving personalised correspondence as it conveys providers are interested in their views. It is proven that non-personalised correspondence generates less response.)

**Q: The contact person we dealt with has left the employer and there's no one appropriate to comment on the training. What do I need to do?**

A: Please include an alternative contact name and/or Job Title, if possible. We will still invite the employer to take part in the survey.

**Q: We deliver training to a number of sites for the same business but the contact name is the same across all the sites. Can I delete some of the sites so that our contact does not get more than one survey invitation?**

A.No. Each site may have different experiences and we want employers to have the opportunity to express this.

**Q: My list contains employers whose learners did not complete the training/dropped out early on. Can I remove them?**

A: No. Some questions in the survey will still be relevant to the employer.

**Q: My list contains employers who do not want to be contacted. How do I remove them?**

A: The survey is voluntary so employers do not have to complete it if they don't want to. The survey questionnaire will contain information on how employers can notify Ipsos MORI that they do not want to take part.

**Q: Can I add additional employers to my list?**

A: No. Additional entries are not permissible. The list is compiled from the Individual Learner Records (ILR) 2010/11 of all employers notified by providers to the Skills Funding Agency as having received Employer Responsive training between August 2010 and July 2011.

**Q: What does URN refer to on the spreadsheet?**

A: URN is the unique reference number that Ipsos MORI has allocated to each employer to enable them to track their participation in the survey. This number is also used to provide you with daily update reports during field work.

**Q: Why can't I delete the URN?**

A: The field is protected and cannot be changed. It is important that the URN is retained so it can be used as detailed in the question above.

**Q: What is the EDRS (Employer Data Registration Service) number?**

A: The number identifies each workplace and is sourced from field A44 on the ILR.

**Q: What do I do if I know one of my employers EDRS numbers is incorrect?**

A: You need to type in the correct EDRS number in column U "Correct EDRS". Then you need to populate the spreadsheet with contact name, email telephone and subcontractor, if appropriate. (This is the information listed in Table A.) We ask you to do this because Blue Sheep cannot provide this information.

**Q: How do I update my employers' address?**

A: Select "Wrong address" from the drop down menu in column T "Reason for Employer Removal". To impact on the survey notify Blue Sheep of the new address by no later than 31<sup>st</sup> January 2012. Blue Sheep will update their records and provide Ipsos MORI with the correct address in time for the survey.

Also populate the spreadsheet with contact name, email, telephone and subcontractor, as required. (This is the information in Table A.) We ask you to do this because Blue Sheep cannot provide this information.

**Q: What do I do if there are employers on my list who fall under the exempt categories in Table B?**

A: As indicated in Table B you should flag them in column T "Reason for Employer Removal." Ipsos MORI will then ensure they are not included in the survey. We ask that you do not delete them from the list, as we need to have a record of the employers you wish to be removed.

**Q: Do I include multiple sites of the same organisation?**

A: Yes. It is valid to include multiple sites of the same organisation if you have delivered training to different sites and each site has a separate EDRS number.

**Q: Why do you need me to list the name of our subcontractors on the spreadsheet?**

A: If the training was delivered by an organisation subcontracted by you, it is important you list the name of your subcontractor in column E of your Employer List. We can then indicate to the employer the name of the provider that may have delivered the training. This name is more recognisable to the employer and so they are more likely to respond to the questionnaire. Without correct information here we are unlikely to get a response.

**Step Three: Validate your spreadsheet**

**Q: What do I need to do to correct errors found on my Employer List spreadsheet after I have pressed save?**

A: Please check these errors in column V and then make the appropriate corrections.

**Q: Do I need to worry about spelling the employers' details correctly?**

A: Yes. We will use the exact information you provide. So if you make spelling mistakes these will be replicated in the mailing to employers. For obvious reasons please avoid this.

**Q: Have you included the information I provided last year?**

A: Yes, where possible we have included the information you provided last year in your employer list. Please check that the details are still relevant and that the contact names are in the format required for this year's survey.

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