

INVESTING IN SKILLS SURVEY



Thank you for taking the time to complete this survey about training needs for your business. We received feedback from **80 businesses** across a wide range of industries, with a total of **78 individual comments**.

Here's who responded:

TYPE OF BUSINESS

- 23.75%** Financial & legal activities
- 20%** Education, health & other
- 17.5%** Construction & quarrying
- 17.5%** Hotels, restaurants & bars
- 11.25%** Wholesale & retail trades
- 6.25%** Manufacturing
- 6.25%** Agriculture & fishing
- 5%** Real estate & other business
- 5%** Computer & other business

SIZE OF BUSINESS BY NUMBER OF EMPLOYEES

- 28.75%** 50 or more employees
- 27.5%** 11-25 employees
- 17.5%** 6-10 employees
- 13.75%** 1-5 employees
- 12.5%** 26-50 employees



WE ASKED WHAT AREAS OF TRAINING YOU WOULD BE INTERESTED IN, HERE'S WHAT YOU SAID...

% of those Interested or Very Interested

62%

LEADERSHIP & MANAGEMENT

59%

SECTOR-SPECIFIC TRAINING

53%

CUSTOMER SERVICE

51%

IMPROVING PRODUCTIVITY THROUGH TECHNOLOGY

47%

COACHING SKILLS

43%

IT SKILLS

39%

PROJECT MANAGEMENT



WE ASKED FOR YOUR COMMENTS RELATING TO THESE AREAS OF TRAINING, HERE'S WHAT YOU SAID...

51 comments refer to the need for industry/job specific training, including:

- 19 comments** refer to customer facing roles such as hospitality, retail and healthcare roles
- 13 comments** refer to construction, manufacturing, electrical and decorating
- 6 comments** refer to IT, digital and telecommunications
- 5 comments** refer to farming, ecology and arboriculture
- 4 comments** refer to financial services including 3 requests for compliance
- 4 comments** refer to vets and animal welfare
- 3 comments** refer to first aid
- 3 comments** refer to safeguarding

10 comments requested various management training including leadership/team management, middle and senior management, financial management and warehouse / site management

6 comments referred to IT skills, with **3 comments** emphasising the need for coding and development training, and a further **4 comments** requested Excel training.

Q WE ASKED FOR YOUR IDEAS ABOUT SKILLS TRAINING AND DEVELOPMENT INITIATIVES THAT WOULD HELP REDUCE RELIANCE ON REGISTERED PERMISSIONS, HERE'S WHAT YOU SAID...

10 comments referred to industries promoting their opportunities through links with schools and colleges, the continued importance of work placements and the need to change perceptions of the industry within the locally qualified population

7 comments referred to the need for more people undertaking apprenticeships, more degree level apprenticeships and exchanges between trainee staff in Jersey and other countries to develop skills and experience

7 comments identified the need for specialist training, the importance of accessing training in the UK / bringing in UK trainers to Jersey and working more closely with each sector to identify their skills gaps

4 comments suggested a need to change the migration system or that there was not a need to reduce reliance on registered staffing permissions

2 comments suggested reducing the tax and social security contributions for lower paid staff and giving registered staff the opportunity to access training in the care sector

THANKYOU

FOR TAKING PART IN THIS SURVEY. YOUR FEEDBACK IS HELPING US TO ORGANISE A RANGE OF SHORT COURSES.

PLEASE CONTACT **BUSINESSLICENSING@GOV.JE** IF YOU'RE INTERESTED IN FINDING OUT MORE.