



**ASPECTS TO BEAR IN MIND WHEN RENDERING SERVICES TO
COMPANIES**

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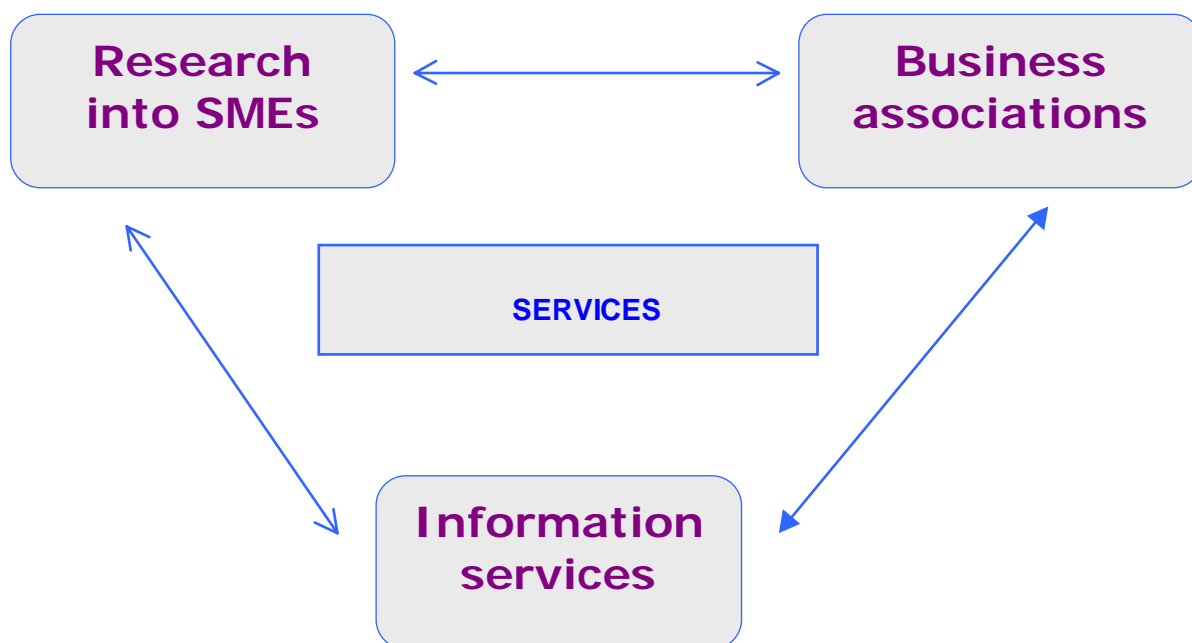
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ASPECTS TO BEAR IN MIND WHEN RENDERING SERVICES TO COMPANIES

We recommend that local public entities create a Small and Medium-Sized Enterprise Support Service to identify the needs of these companies in an ongoing manner and to provide the instruments to satisfy those needs, in order to enable them to improve their performance and become more competitive.

The **services** a Small and Medium-Sized Enterprise Support Service can offer to SMEs are as follows:

Services linked to the needs of SMEs





1. COMPANY RESEARCH

1 1. INTRODUCTION

The Business Research Service helps identify the needs of the companies within the local public administrations' area of activity.

1.2. OBJECTIVES

The **principal objective** is to improve our knowledge of the characteristics and needs of local companies, and to identify intervention opportunities for the different services offered by the local public administrations.

1.3. EXPECTED PRODUCTS

The expected products are as follows:

- Dissemination of the services provided among local companies.
- Identification of intervention opportunities in companies.
- Detection of companies' new needs and interests, in order to develop future plans of action.

1.4. TARGET PUBLIC

Companies located from a tax point of view in the local administration's area of activity.

1.5. CHARACTERISTICS OF THE SERVICE

- *A general service*, which will enable the comprehensive, profitable and efficient dissemination of the various end services provided by the administration.
- It will offer a *global vision*, providing information regarding the advantages of all the end services available.
- *It will be profitable*, presenting all the different opportunities on offer in a single meeting.
- *And efficient*, opening doors within the company for specialist intervention by the different services on offer.



1.6. INTERVENTION PROCEDURE

The **Research Service Intervention Procedure** will be as follows:

Steps to be taken:

1. **Locate the company** in the Information System. Review the identification details, contacts, needs, etc.
2. **Contact the company.**
3. **Result of the contact.**
 - The proposition is accepted.
Result: Record date.
 - The company does NOT accept the proposition.
Result: Record date and reason.
 - The company postpones the research process.
Result: Record date for re-establishing contact and reason.
4. **Research:** The technician will visit the company and gather the information required to complete the research interview. '**interview template**': [APPENDIX SEXI](#)

1.6.1. General matrix of research requirements

The end services, which respond best to the needs expressed by the companies, should anticipate their research and intervention needs with companies, in accordance with their strategic objectives.

The sum of the needs of the end services will be used to establish the annual *Research Requirement Matrix*.

1.6.2. Research agenda

Once the needs of the research have been identified, a *Research Agenda* will be compiled, published and made available to the different departments with the aim of facilitating the monitoring of the process and establishing direct lines of action between each end department and the previously researched company.

1.6.3. Assessment

The intervention of the Research Service will generate a number of *different results*:

- Updating of the Information System data
- Improvement of company characterisation
- Direct detection of needs
- Delayed detection of needs



A panel of indicators will also be established. Some examples of monitoring and assessment **indicators** are as follows:

- Num. of companies contacted.
- Num. of companies contacted and research processes agreed upon. Date of contact, technician, proposed research date.
- Resolution statistics: attended to and covered; attended to and not covered (reasons); attended to and pending.

1.6.4. Diagram and flow chart of the research service

PROCESS	Research
PERSON RESPONSIBLE FOR THE PROCESS	
PROCESS OBJECTIVE	To improve our knowledge of company needs and identify intervention opportunities.
PROCESS OUTPUT (Products/Services obtained)	To detect needs in SMEs which will enable the offered Services to be rendered and new Services to be planned and developed.
BENEFICIARIES	SMEs in the cities.
LIMITS OF THE PROCESS	
Initial process activity	Research Plan
Final process activity	Needs identified in the companies registered in the Information Service and referred to other Services.
ACTIVITIES /STAGES	
<p>1. Compilation by the different Sections involved in the rendering of Services to SMEs (Management, Labour Intermediation, Technical Research Team, SME Services) of a Strategic Research Plan, which will include:</p> <ol style="list-style-type: none"> a. Services offered to SMEs. b. Types of companies at which such services are targeted. c. Objectives to be reached. d. Hierarchy of research objectives. <p>2. On the basis of the aforementioned joint plan, a Research Agenda will be compiled which will include:</p> <ol style="list-style-type: none"> a. A list of companies to be visited. b. The timing of these visits. <p>3. The research service itself: finding information for contacting companies; arranging interviews; research interview; identifying needs; resolving needs in situ; recording and referring needs to other services offered by the Department.</p> <p>4. Monitoring of the research and assessment of the services rendered to companies.</p>	

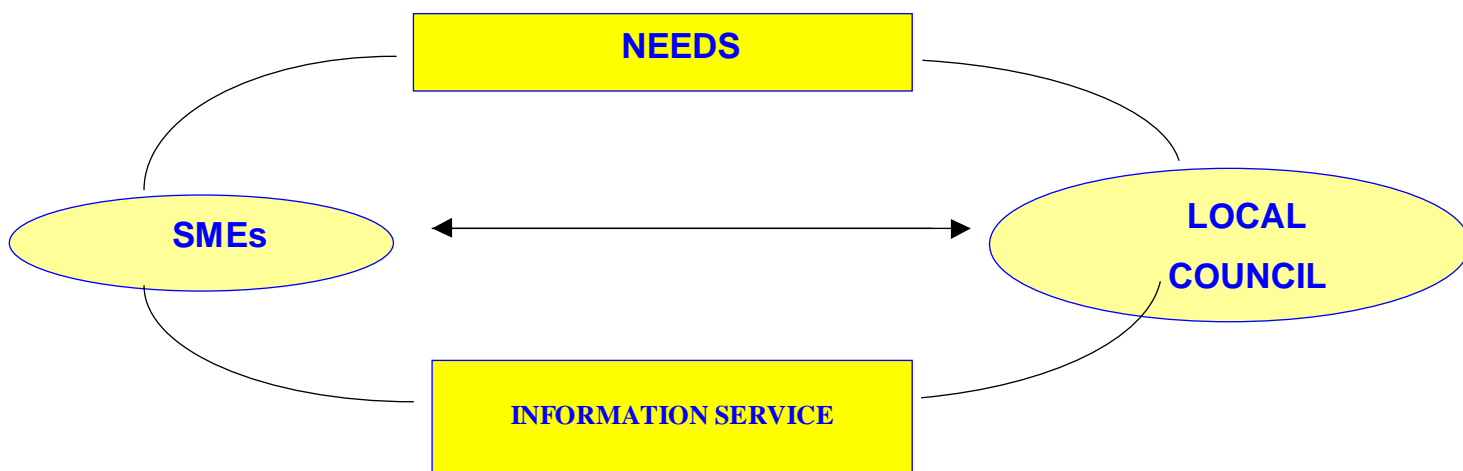
2. INFORMATION AND ADVICE

2.1. INTRODUCTION

The Information and Advice Service aims to analyse a company's needs in conjunction with staff from that company, and to formulate responses to problems relating to municipal procedures, subsidies and aid, etc.

2.2. OBJECTIVES

- To respond to the need for information and advice.
- To make contact and establish links between the public administration and SMEs.
- To create a cycle based on feedback:



2.3. EXPECTED PRODUCTS/SERVICES

The services expected from an information and advice service are:

- Information about **SUBSIDIES AND AID:**
- Information about **NEWS / CURRENT AFFAIRS:**
- Information about **MUNICIPAL PROCEDURES:**
- **DEMAND FOR INFORMATION:**
- Publication of **SECTORIAL REPORTS:**
- Information about **LEGAL/TAX TECHNICALITIES:**
- Information about **FUNDING:**



2.4. TARGET PUBLIC

Companies located from a tax point of view in the local administration's area of activity.

2.5. BASIC PRINCIPLES OF THE COMPANY INFORMATION SERVICE

- ◆ IMPROVING THE COMPETITIVENESS OF SMEs:
- ◆ INTERACTION :
- ◆ RELATIONSHIP WITH THE PUBLIC ADMINISTRATION:

The idea is to bridge the gap between companies and their needs and to develop a closer relationship between the business world and the local public administrations.

- ◆ CENTRALISATION OF INFORMATION OF INTEREST:
- ◆ SIMPLE, ACCESSIBLE, PRACTICAL:
- ◆ DEPTH:
- ◆ 'SELLING' THE SERVICE:

The service should be developed on the basis of marketing principles, in order to ensure that the product is attractive to potential users.

- ◆ PROMOTING LOCAL ECONOMIC ACTIVITY:
- ◆ DYNAMISM:

The information should be constantly revised and updated.

2.6. INTERVENTION PROCEDURE

The Information Service Intervention Procedure will be as follows:

- I.- ESTABLISH THE TARGET AREA OF ECONOMIC ACTIVITY IN THE CITIES.
- II.- SET UP A DATABASE FOR THE SELECTED SECTORS.
- III.- DECIDE WHICH TYPE OF INFORMATION SHOULD BE PROVIDED, AND TO WHOM.
- IV.- SEARCH FOR INFORMATION THROUGH:
 - Official Gazettes
 - Magazines and Newspapers
 - The Internet, etc.
- V.- DECIDE HOW OFTEN THE INFORMATION IS TO BE SENT.
- VI.- ESTABLISH QUERY CHANNELS
 - Over the telephone
 - Directly in the office itself
 - Through the web site

- Through research activities

VII.- RESPONSE TO QUERIES

- A deadline should be established for responding to queries.

VIII.- MONITORING AND ASSESSMENT OF QUERIES MADE

A panel of indicators should be established. Indicators may include:

- Num. of requests received.
- Num. of requests responded to.
- Average time required for responding to requests.

2.7 DIAGRAM OF THE INFORMATION AND ADVICE SERVICE

PROCESS	Information and advice
PERSON RESPONSIBLE FOR THE PROCESS	
PROCESS OBJECTIVE	To respond to the information and advice needs of SMEs.
PROCESS OUTPUT (Products/Services obtained)	To offer an information and advice service regarding issues such as subsidies, administrative procedures, etc.
BENEFICIARIES	SMEs in the cities.
LIMITS OF THE PROCESS	
Initial process activity	To identify the target sectors.
Final process activity	To provide information to SMEs, record it and monitor queries.
ACTIVITIES /STAGES	
<ol style="list-style-type: none"> 1. Contact with companies. 2. Selection of the information to be provided and the people to whom it will be provided. 3. Search for information from various sources. 4. Response to queries: <ol style="list-style-type: none"> a. Establishment of a deadline for responding to queries. b. Providing the information requested. 5. Monitoring and assessment of the services provided to companies, in accordance with the needs identified. 	

3. CONTINUOUS TRAINING

3.1. INTRODUCTION

Life-long training has become a necessity, not only to maintain professional viability but also to enable people to adapt to an ever-changing environment and to ensure they remain employable. For this reason, local public administrations should support small companies in their efforts to ensure that their staff receive adequate training throughout their working life.

3.2. OBJECTIVE

To enhance the competitiveness of companies in the area and to promote job stability by carrying out adapted training activities.

3.3. EXPECTED PRODUCTS/SERVICES

The expected product is continuous training activities for both managers and workers of SMEs, in areas in which a lack of training is observed.

3.4. TARGET PUBLIC

The target public is the managers and workers of companies located from a tax point of view in the local administration's area of activity.

3.5. INTERVENTION PROCEDURE

The intervention procedure will be as follows: (the procedure described below is a guideline only and each technician may add, modify or eliminate any activities he/she deems relevant, as well as the criteria to bear in mind and the timeframes established).

R: Research
 CS: Company Service
 T: Training

Phase	Who	Activity to be carried out	Criteria to bear in mind	Tools	Timeframe
1.	R/ CS	Identify specific company needs			All year

↓

Phase	Who	Activity to be carried out	Criteria to bear in mind	Tools	Timeframe
2.	T/ CS	Analyse needs	<ul style="list-style-type: none"> Own surveys Market trends Internal Information System External Information System 		Monthly Fortnightly
		↓			
3.	T/ CS	Plan own series of courses, calendar, operational criteria, etc.	<ul style="list-style-type: none"> Adjust to current needs Adjust to meet budget 	APPENDIX SEI: 'Course calendar'	Minimum 2 months before start
4.	CS	Identify the recruitment campaign and dissemination of the offer / marketing.	<ul style="list-style-type: none"> General interests of the area Num. of requests Calendar 		
		↓			
5.	CS	Establish all types of relationships with Associations (agreements and processes).	<ul style="list-style-type: none"> Based on Company Service criteria 		
		↓			
6.	T	Do a mail shot: labels, sending letters or e-mails.		APPENDIX SEII: 'Course presentation letter'	Depending on needs and programme
		↓			
7.	T	Determine the type of contracts to be awarded.	<ul style="list-style-type: none"> Depending on the price of the tender 		
		↓			
8.	T	Carry out the administrative process required to award the contract: invitations, receipt of offers, etc.	<ul style="list-style-type: none"> Type of contract to be awarded 	APPENDIX SEIII: 'Invitation to training centres'	
		↓			
9.	CS	Receive requests to participate in the courses in response to leaflets or mail shots.		APPENDIX SEIV: 'Company request form' APPENDIX SEV: 'Participant form'	As received
		↓			
10.	T/ CS	Assess the proposals made.	<ul style="list-style-type: none"> Adjust in accordance with the characteristics of the course and specifications 	Result assessment	
		↓			
11.	T	Initiate the administrative process for contracting the course.			
		↓			
12.	T	Confirm or readjust dates, timetables, etc.	<ul style="list-style-type: none"> Ensure at least x participants from x different companies 		15 days before the start of the course
		↓			
13.	T/ CS	Inform companies of the start of the course and confirm their interest in participating.			10 days before the start of the course

Phase	Who	Activity to be carried out	Criteria to bear in mind	Tools	Timeframe
		↓			
14.	T	Confirm the definitive dates and timetable with the Centre.			
		↓			
15.	T	Prepare and send the list of participants to the Centre.		APPENDIX SEVI: 'List of participants'	5 days before the start of the course
		↓			
16.	T	Prepare the documentation folders to be given to participants at the start of the course.	<ul style="list-style-type: none"> List of participants Syllabus Assessment questionnaires Sheets 	APPENDIX SEVI: 'List of participants' APPENDIX SEVII: 'Course form'	1 day before the start of the course
		↓			
17.	CS	Introduce the course on the first day.	<ul style="list-style-type: none"> Take the folders. Follow the course presentation guideline. 	APPENDIX SEVIII: 'Presentation guideline'	First day
		↓			
18.	T	Collect course report.			Maximum xx days after the end of the course
		↓			
19.	T	Analyse participants' course assessment.		APPENDIX SEIX: 'Participant assessment'	
		↓			
20.	T	Complete and send participation diplomas.	<ul style="list-style-type: none"> Issue diplomas to students with an attendance rate of x% 	APPENDIX SEX: 'Attendance certificate'	Maximum xx days after the end of the course
		↓			
21.	T	Monitor the economic side of the process and initiate procedures for payment.			
		↓			
22.	T/CS	Global assessment of the action.			

3.6. INDICATORS

Some of the indicators which can be used to measure the management of this service are:

- Number of courses offered
- Number of attendants at these courses
- Average number of attendants per course
- Average cost of training courses

4. LOCAL PARTNERSHIPS

4.1. INTRODUCTION

Business associations play an important role as forums for the interests, needs and concerns of companies, while at the same time acting as a point of union with public institutions and entities within the various sectors.

Furthermore, these associations pursue the same objectives as municipal organisations within these fields, which is why it is so important to join forces in order to increase both our efficiency and effectiveness regarding the achievement of these common goals.

4.2. OBJECTIVES

The objectives are:

- To analyse the situation of a specific area of activity.
- To determine which of the needs of the companies belonging to the association we can respond to.
- To define joint plans of action.
- To achieve a cascade effect when publicising a specific programme.

4.3. EXPECTED PRODUCTS/SERVICES

Making contacts and negotiating collaboration agreements with Business Associations.

4.4. TARGET PUBLIC

Business associations belonging to areas of activity in which we want to intervene.



4.5. INTERVENTION PROCEDURE

The intervention procedure will be as follows:

- Contact the business associations belonging to the areas of activity in which we want to intervene.
- Hold meetings between the research team and representatives from the associations.
- Establish joint plans of action.

4.6. INDICATORS

Some of the indicators that may be used to measure the management of this service are:

- Number of collaboration agreements signed.
- Number of actions carried out in conjunction with business associations.
- Number of sectors in which an agreement has been signed.

5. OTHER SERVICES

Other services which can be offered to SMEs are:

SUPPORT FOR MANAGEMENT IMPROVEMENT

On the basis of an in-depth diagnosis of the companies, an Improvement Plan is established which offers training in various management areas and ongoing, specialist advice to help make companies more competitive.

SUPPORT FOR COMPANY DEVELOPMENT PROJECTS

Local public administrations provide companies with the resources required for analysing and setting up innovation projects which may involve the development of new products or services, expansion into new markets, or any other aspect which may lead to the reinforcement and growth of their activity.

PROMOTION OF ACCESS TO AND USE OF NEW TECHNOLOGIES

New Technologies offer SMEs an opportunity to adopt new management models, set up simpler customer contact channels and develop new forms of collaboration, etc. For this reason, local public administrations should offer informative seminars and training regarding these new tools, as well as providing specific support for company innovation projects related to New Technologies.

SATISFYING THE NEED FOR NEW STAFF

Recruitment and pre-selection of staff able to respond to the needs expressed by companies or detected by the Research Service, both through the Employment Agency and in collaboration with Public Employment Services.



COMPANY SERVICE APPENDIXES

APPENDIX SEI: 'course calendar'

Course name:	Beneficiaries	Max. num. of participants	Training Centre	Budget	Dates	Technician responsible
1. Basic computer skills						
2. Internet: Basic navigation skills and electronic mail						
3. Tax management in small shops						
4. Window dressing						
5. Dealing with consumer complaints						
6.						
7.						
8.						



APPENDIX SEII: 'course presentation letter'

Dear Sir/Madam,

As you will no doubt be aware, the Local Council offers a number of Services to SMEs and, in addition to other activities, organises **continuous training courses** for self-employed workers and employees in local companies.

We would therefore like to inform you that the courses listed in the enclosed table will shortly be commencing.

In the event of anyone in your company being interested in participating, please call and we will be delighted to confirm availability.

Yours faithfully,

Course technician

signature

COURSES, for example: :

EXCEL spreadsheet / . X hours

Course dates

Can my business appear on the Internet? How to make effective use of a web site / X hours

Course dates

APPENDIX SEIII: 'invitation to training centres'

CONTINUOUS TRAINING PLAN FOR SMEs IN CITY FROM xxx, 20XX

ENTITIES INVITED AND PROPOSALS RECEIVED

	INVITED	PROPOSAL
TRAINING CENTRE 1	YES	YES
TRAINING CENTRE 2	YES	YES
TRAINING CENTRE 3	YES	NO
TRAINING CENTRE 4	YES	NO
...		



APPENDIX SEIV: ‘company request form’

Date:

Company's fiscal ID number		Registered name	
Commercial name		Activity	
Company address		Num. workers	
Contact		Telephone num.	
		E-mail	
COURSE NUM.	COURSE NAME	Yes	No

Preferred TIMETABLE	<input type="checkbox"/> Morning 8-10 <input type="checkbox"/> Midday 14 – 16 <input type="checkbox"/> Evening 20 - 22 <input type="checkbox"/> Others
---------------------	--

PARTICIPANT DETAILS

	Name	1 st surname	2 nd surname	National ID number	Academic level	Date of birth	Sex M/F	Position in the company
1.								
2.								
3.								



APPENDIX SEV: 'participant form'

SERVICES TO SMEs – CONTINUOUS TRAINING PARTICIPANT FORM

Course	«Course»	Code	«Code»
--------	----------	------	--------

COMPANY DETAILS:

Registered name	«Registered name»		
Commercial name	«Company»	Activity	
Fiscal ID number	«Fis. ID»	Legal personality	
Company address	«Street» , Num. «N» - «Floor»		
Town/city		Postcode	«PC»
Num. workers (including owner)		Telephone num.	«Tel.»
Date set up		E-mail	

IHK_CIF_P2007/00A / IEE/REEL 01200697 / 6077N 2000-04

PARTICIPANT DETAILS:

Name and surname(s)	«Name» «1 st surname» «2 nd surname»		
National ID number	«ID»	Education	<input type="checkbox"/> Illiterate <input type="checkbox"/> Primary school education <input type="checkbox"/> School leaver's certificate <input type="checkbox"/> Primary education qualification <input type="checkbox"/> Diploma <input type="checkbox"/> Undergraduate degree <input type="checkbox"/> Doctorate
Date of birth	«DOB»		
Position in company	«Position»		

Date and Signature



APPENDIX SEVI: ‘List of participants’

COURSE / PROGRAMME		COURSE CODE	
		Num. HOURS	
PLACE			
START DATE		FINISH DATE	
		TIMETABLE	

PARTICIPANTS

	Name	1 st surname	2nd surname	National ID number	Academic level	DOB	Company	Position	Telephone num.	Company fiscal ID number
4.										
5.										
6.										
7.										
8.										
9.										
10.										
11.										



APPENDIX SEVII: 'Course form'

NAME OF THE TRAINING ACTION			
TRAINING ACTION CODE		Num. HOURS	

ORGANISED BY LOCAL COUNCIL		
	Address		
	Tel. num.	Contacts	

DATES	Start date		Finish date	
--------------	------------	--	-------------	--

TIMETABLE	
------------------	--

TARGETED AT	
--------------------	--

GENERAL OBJECTIVES OF THE TRAINING ACTION	
--	--

TRAINING PROGRAMME	
TRAINING MODULES	HOURS
1.-	x hours
2.-	x hours
3.-	x hours
4.-	x hours
TOTAL HOURS	X hours



PROFESSIONAL PROFILE OF PARTICIPANTS		
Access profile	Current position	
	Contact with the public	

EXECUTION OF TRAINING ACTION		
Execution aspects	Place held	
	Start date	
	Finish date	
	Timetable	
	Num. participants	
	Registration fees	



APPENDIX SEVIII: 'course presentation guideline'

PROTOCOL FOR PRESENTING CONTINUOUS TRAINING COURSES

Good morning everyone,

I am, I am from the Local Council which, as you already know, organises Continuous Training courses with the general aim of improving the productive capacity of local companies.

As part of this initiative, we organise courses in a number of different areas, all aimed specifically at people like yourselves, although with a variety of different contents, timetables and venues.

This is the first day of the course, which will last HOURS and will finish on

The **aim** of this course is

In the folder I have given you all you will find a form which you should fill in with your personal details and the details of your company and then sign. Your teacher will collect them later.

We hope you will find the course both practical and useful for your work, and that it responds to your needs at this time.

I would just like to add that the Local Council will be very happy to help you if you have any questions or queries. So, without further ado, I would like to introduce your teacher:

..... from the Training Centre.

- **Mention any organisational details if necessary.**



APPENDIX SEIX: 'participant assessment form'

ASSESSMENT QUESTIONNAIRE

COURSE NAME		CODE	
		Num. HOURS	

PLACE	
-------	--

CONTACT at Local Council.	Tel. num.:
---------------------------	------------

START DATE		FINISH DATE		TIMETABLE	
------------	--	-------------	--	-----------	--

PERSONAL ASSESSMENT		YES	NO	Could be improved	NA
1	I have achieved the objectives I set myself				
2	The course was relevant to my job				
3	The course was practical and will help me in my work				
4	Did you have trouble understanding?				
5	Would you recommend this course to other people?				
ASSESSMENT OF THE METHOD		YES	NO	Could be improved	NA
6	The theoretical training was satisfactory				
7	The case studies were satisfactory				
8	There was a high level of participation in the group				
9	I was able to ask any questions I wanted				
10	The documentation received was satisfactory as regards both quality and quantity				
ASSESSMENT OF THE TEACHING STAFF		YES	NO	Could be improved	NA
11	The teacher explained the course contents clearly				
12	The teacher made the course agreeable and easy to understand				
13	The teacher was always ready to answers any questions asked				
14	The teacher encouraged students to participate				
15	The teacher had a satisfactory level of knowledge and expertise in the specific field				
ASSESSMENT OF COURSE ORGANISATION		YES	NO	Could be improved	NA
16	The facilities and conditions of the classroom were satisfactory				
17	The timetable was satisfactory				
18	The duration of the course was satisfactory				
19	We had enough time to ask questions				
20	The number of participants was satisfactory				

Observations

Request	Start	Finish	Diploma



APPENDIX SEX: ‘course attendance certificate’

Mr/Ms, with National ID number, has participated in the following training course:

COURSE		CODE	
		HOURS	

PLACE	
-------	--

START DATE		FINISH DATE		TIMETABLE	
------------	--	-------------	--	-----------	--

OBJECTIVES

CONTENTS

Issued in on xx of 20xx

Signed.

Training Technician

APPENDIX SEXI: 'research interview'

RESEARCH INTERVIEW:

IDENTIFYING NEEDS IN THE LOCAL BUSINESS WORLD

Date of the visit:

Technician making the visit:

Derivation:

- Intermediation
- OJT
- Mixed study/work experience
- Continuous training
- Industrial land

- Courses with a contract commitment
- Placement agencies
- Company Centre
- Information/ advice
- Management improvement programme

1. COMPANY DETAILS

Commercial name:

Fiscal ID number:

Employers' Assoc. num.:

Address:

Municipality:

Contact number:

Contact:

Person resp.:

Activity/Sector

Business or commercial association to which it belongs:

Ind. Estate- Zone:

Postcode:

Fax:

Position:

Position:

E- mail:

Web site:

2. GENERAL INFORMATION ABOUT THE COMPANY

2.1 Brief overview of company evolution

- Single entity
- Change of legal personality
- Others:

Year of incorporation:

Year of incorporation:

Year of incorporation:



2.2 Company's legal personality

- Ltd. PLC. Trading partnership Joint ownership.
 Workers' co-operative Worker-owned Ltd. Self-employed others

2.3 Products or services

.....

2.4 Target market / customers

- Local Provincial Regional National International

3. HUMAN RESOURCES

3.1 Workforce

	PERMANENT	TEMPORARY
Num. workers this year		

3.2 Selection of personnel:

✓ Method used for recruiting candidates for a specific job:

- Public Employment Services Own contacts
 Internet Advertisement in the press
 Temping agencies Business association
 HR consultants Training centre / University

3.3 Personnel requirements:

- Yes No

✓ If yes, then when:

- Immediately Short/medium term, probable date:

✓ Conditions of the offer

Position vacant	
Type of contract:	
Duration:	



Full time/part time:	
Timetable:	Morning: Afternoon: Shifts:
Gross annual salary:	
Bonuses:	

3.4 Contract

Are you aware of existing contracting subsidies?

Yes No

✓ Are you interested in receiving information?

Yes No

Query:.....
.....
.....

3.5 Work experience

✓ Would your company be prepared to provide work experience?

Yes No

✓ If yes:

- Company's preferred dates for providing work experience:
- Position that the person would occupy:

4. TRAINING DETAILS

4.1 Staff training

✓ Are there any training requirements in your company:

Yes No

✓ If there are training requirements in the company, **what type of training do you require?**



Description of the training:

Courses requested: Problems to be solved within the company	• •
Num. participants:	
Positions occupied:	• • •
Preferred timetable:	

5. NEW TECHNOLOGIES

5.1. Implementation of new technologies

- ✓ Does your company have computer equipment?
 - Yes
 - No

- ✓ What areas of your company are computerised?
 - Accounting
 - Invoicing
 - Staff management: payslips, contracts, etc.
 - Stock management
 - Financial management
 - Production management
 - Commercial management
 - None
 - All

- ✓ Does your company have access to the Internet?
 - Yes
 - No Do you plan to implement a connection in the coming year? Yes No

- ✓ Do you use any of the following New Information Technologies in your company?
 - Electronic mail
 - Internet
 - Videoconferencing
 - E-work
 - E-trade
 - Others

- ✓ Do you have a website?



Yes No

✓ Are you aware of the subsidies available in the field of new ICTs?
 Yes No

✓ Would you like to make a query:
 Yes No

Query:

.....
.....
.....
.....

6. COMPANY STRATEGY

Does your business strategy include making any short / medium term investments?

Yes
 No

✓ What will be the objectives of these investments?

- To implement a quality system
- To initiate or expand export processes
- To extend your range of products or services
- To improve facilities or equipment
- To improve the implementation of New Technologies in the company
- To purchase a new premises / building
- Others

✓ Do you know whether or not any subsidies are available for these investments?
 Yes No

Query:

.....
.....
.....
.....

7. INDUSTRIAL LAND

✓ Are you planning to move the company to a new premises?

Yes
 No



If the answer is yes, what option are you considering?

- | | | | |
|-----------------------------------|------------------|------------------------|-----------------|
| <input type="checkbox"/> Purchase | m ² : | Price m ² : | Preferred zone: |
| <input type="checkbox"/> Renting | m ² : | Price m ² : | Preferred zone: |

8. COMPANY MANAGEMENT

8.1 A) Does the company have a quality certificate?

- YesWhich?:
- No
- Currently in process

B) Do you plan to initiate any improvement process?

- Yes
- No

If the answer is yes, what are your priority improvement areas?

.....

8.2 Do you have an occupational risk prevention plan?

- Yes
- No
- Currently in process

8.3 Does your company have any environmental problems?

- Yes
- No

9. SUGGESTIONS AND OBSERVATIONS

In general, how would you like the Local Administration to help you?

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OBSERVATIONS:

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