



'A TEACHING PROFESSION FOR THE 21ST CENTURY' – AUDIT SCOTLAND SUPPORT STAFF FINAL TOPLINE REPORT

Summary of Method

The support staff survey was conducted via a postal self-completion methodology.

Each Local Authority provided the sample detailing the names and addresses of each school in their area. Letters were sent to each school letting them know that the survey would be commencing. These contained a form to be returned asking for the contact details of a named individual to receive the support staff questionnaires. A section on the form also allowed the head to say if they did not wish to take part in the project at all – if this was the case their contact details were removed from the sample altogether and they were not sent any support staff self-completion questionnaires.

The named contact provided by the schools¹ was then sent a batch of support staff questionnaires and a set of instructions. These questionnaires were to be distributed to relevant individuals as stated on the letter, with questionnaires being returned using the reply-paid letter. Alternatively, respondents could fill in the questionnaire on the Internet, entering the respondent number on the front of their paper questionnaire onto the Internet version to ensure that any duplicates could be noted. Questionnaires were sent out between 30th September to mid-October (depending on when permission to send questionnaires was granted by Local Authorities). Closing date for the survey was 10th November.

In total, 2582 questionnaires were received by the closing date

¹ Failing the provision of these details the pack was sent to the head teacher.

School Support Staff Survey 2005

Audit Scotland has asked George Street Research, an independent research agency, to carry out a survey among school support staff in Scotland. The questionnaire asks for your views on a variety of issues, including how you feel about different aspects of your job, the tasks you undertake and training and development in your job.

Your Head teacher is fully supportive of the study and we would like to gain the views of as many support staff as possible.

We give you our assurance that your replies will be treated in strictest confidence. George Street Research is a member of the Market Research Society and is bound by its Code of Conduct not to identify individual respondents' views. Confidentiality is guaranteed and results will be reported in aggregate form only.

We recognise that demands on your time are heavy, but we would appreciate it if you could find some spare time to complete the questionnaire. The questionnaire will take no more than 10 minutes to complete. Your views are very important.

Completing the Questionnaire

Please complete all sections and give **your own personal response, based on your own current experience**. To do this, you can either:

- **complete the questionnaire online.** Please go to www.surveys-online.org/5017support. This is a secure site operated by George Street Research. To access the questionnaire online, please enter the 4-digit unique ID number printed at the bottom of this page.

- **complete the questionnaire on paper** and return to George Street Research by 10th November 2005 using the reply-paid envelope provided. (Alternatively, you can use the following FREEPOST address: George Street Research Ltd, FREEPOST EH1946, EDINBURGH, EH1 0BR.)

All completed and returned questionnaires (both paper and online) will be placed in our three Prize Draws for £100. To be included in the prize draw, please ensure that you return your questionnaire with details of your name and school address by the 10th November 2005. Winners will be notified in writing within 10 days of the closing date. Details of the winners will be available from www.george-street-research-surveydraws.co.uk from the 1st December 2005.

What happens next?

Once all of the questionnaires have been received and analysed, a report of the findings will be made to Audit Scotland.

If you have any queries about the survey, please do not hesitate to contact Diarmid Campbell-Jack or Jenny Bell at George Street Research, on 0131 478 7505. Alternatively, you can contact Kirsty Whyte at Audit Scotland 0131 477 1234.

Thank you in advance for your participation

OVERALL AGREEMENT

Q1. How satisfied or dissatisfied are you with the following?

RANKED (no responses not included)	Base: Total sample		Very satisfied (5)	Fairly satisfied (4)	Neither/ nor (3)	Fairly dis- satisfied (2)	Very dis- satisfied (1)	Don't know	Not applicable	<i>Total Satisfied</i>	<i>Total Dis- satisfied</i>	<i>Mean Score</i>
The amount of hours you work	N=2582	%	42	45	6	4	1	*	*	87	6	4.24
Job security	N=2582	%	36	50	8	4	2	0	0	85	5	4.16
Your overall job	N=2582	%	30	57	7	4	0	0	0	87	5	4.13
The resources (equipment, computers) you have to do your job	N=2582	%	29	48	10	9	3	0	0	77	12	3.93
Opportunities for career progression	N=2582	%	8	24	34	18	14	0	0	32	32	2.95

SUPPORT STAFF ROLES

Q2. In your job, what are your primary duties?

Base: Total sample	N=2582
RANKED. Those at less than 1% not included	%
Copy typing/filing/photocopying*	80
Non-professional aspects of school reporting procedures, e.g. preparation of envelopes, photocopying etc.*	66
Administrative aspects of resourcing, stocktaking, ordering etc*	54
Reception and telephonist duties*	51
Supervision of pupils within the school grounds*	49
First aid and administration of drugs*	46
Inputting of assessment data*	40
Administrative elements of pupil welfare requirements*	38
Administration and documentation relating to out-of-school visits/work experience etc.*	38
Documenting and maintaining pupil disciplinary records*	29
Transmission of recorded data to external bodies*	29
Health and Safety*	27
Financial budgeting and accounting*	25
Administration of the school meals service*	25
Management of school finance*	25
Personnel issues*	24
Organising and obtaining supply cover*	22
Repair and maintenance of IT and AV resources*	16
Recording of education broadcasts*	11
Strategic elements of pupil welfare requirements, e.g. developing and implementing improvement strategies*	11
Timetabling*	10
Property management*	8
Classroom support	8
Membership of school Senior Management Team*	4
Learning support	3
Preparation for lessons/preparing materials	3
Preparation/maintenance of science equipment, materials	3
Administration of after-school care*	2
Displaying children's work	2
Supervision of children on out-of-school visits, school trips	2
Administration of money/collecting, handling money	2
Administration and management of school library/resource centre	1
Technical support in science department	1
Supervision of support staff	1
Registration/attendance	1
Database management	1
Maintenance/setting up of other equipment	1
Other mention supervision/monitoring/help in classroom	3
Other administrative support/general administrative support	2
Other ICT support	2
Other clerical/secretarial duties	1
Other	3
No response	*

*=in pre-coded list

PLEASE ANSWER Q3 and Q4 ONLY IF YOU ARE A CLASSROOM ASSISTANT.

Q3. Do you see the role of classroom assistant as a route into teaching? **only.**

Base: Classroom Assistant	N=1063
	%
Yes	32
No	55
Don't know	10
No response	2

Q4 Do you have any intentions to enter teaching in the next few years?

Base: Classroom assistant	N=1063
	%
Yes	8
No	72
Don't know	18
No response	2

CPD AND TRAINING OPPORTUNITIES

ALL TO ANSWER

Q5a We are interested in your views about training and development. To what extent does each of the statements in the table below apply to you in your current post?

RANKED (no responses not included)	Base: Total sample		Strongly agree	Tend to agree	Neither/ nor	Tend to disagree	Strongly disagree	Don't know	<i>Total agree</i>	<i>Total disagree</i>	<i>Mean Score</i>
I receive training that is relevant to my current job	N=2582	%	12	47	18	16	6	1	59	22	3.43
I am aware of the training opportunities open to me	N=2582	%	12	42	16	18	8	3	55	26	3.35
Training courses are held at convenient times for me	N=2582	%	8	40	23	14	7	7	48	20	3.32
I receive the right amount of training to do my job well	N=2582	%	9	36	23	22	7	1	45	29	3.17
There are not enough available places on training courses	N=2582	%	6	17	26	25	13	10	23	39	2.74
I receive training that is relevant to my future career development	N=2582	%	5	19	31	24	16	3	24	40	2.73
There are no training opportunities open to me	N=2582	%	5	14	15	38	26	2	19	64	2.32

Q5b Have you received any training in your current job?

Base: Total sample	N=2582
	%
Yes	89
No	10
No response	*

Q6a. Do you feel there are adequate opportunities for career progression in your current post?

Base: Total sample	N=2582
	%
Yes	19
No	61
Don't know	19
No response	1

ANSWER ONLY IF SAID ARE NOT ADEQUATE OPPORTUNITIES FOR CAREER PROGRESSION IN CURRENT POST (CODE 2 AT Q6a). OTHERWISE CONTINUE TO Q7.

Q6b. Why do you feel there are not adequate opportunities for career progression in your current post?

Base: Not enough opportunities for career progression	N=1569
RANKED	%
No career progression/no clear route for progression	17
No career progression for classroom assistants	15
No/few training courses/opportunities available/not encouraged	9
No opportunities for progression within school	8
No career progression for classroom assistants apart from teaching	7
No/few vacancies for promoted posts	6
No progression without further qualifications	5
Not given any/enough information about career opportunities	4
No/not enough senior, promoted posts	4
Would have to change role to progress career	4
Already in highest available post in field/already in promoted post	4
Qualifications/training courses for not lead to promotion or salary increase	4
Jobs not upgraded although they may change	3
Experience/length of service not recognised	3
No progression in primary sector	3
Only/one of few staff members in this position	3
Further training is self-funded/difficult to get funding for further training	2
My role is undervalued/not taken seriously	2
Have reached top of payscale/no progression after reaching top of payscale	2
Training courses have to be done in own time	1
Age/near retirement	1
No/few opportunities for progression for part-time/term-time staff	1
No opportunities for progression within LA	1
No/few opportunities for progression in local area	1
No (structure for) progression from technical assistant (to technician)	1
Not enough senior/promoted technician posts	1
Business manager (new post/no career structure established yet)	1
No progression/no promoted posts for temporary or term-time staff	1
No appraisal process in place	1
To progress would have to get a job outside education sector	1
Lack of encouragement/career advancement discouraged	1
No (structure for) progression for auxiliaries	*
No secondments available	*
Other mention training	4
Other	2
Don't know	*
No response	14

ABOUT YOU

This final section asks for brief classification details to assist with the analysis and interpretation of the survey findings. Your anonymity will be protected at all times.

Q7. Age range.

Base: Total sample	N=2582
	%
15-19	*
20-24	1
25-34	7
35-44	37
45-54	40
55-59	11
60-64	3
No response	*

Q8. Gender.

Base: Total sample	N=2582
	%
Female	93
Male	7
No response	*

Q9. How long have you worked in the education sector?

Base: Total sample	N=2582
	%
Less than 1 year	6
1-2 years	8
3-4 years	17
5-10 years	37
11-20 years	24
21+ years	8
No response	1

Q10. How long have you worked in your current position?

Base: Total sample	N=2582
	%
Less than 1 year	11
1-2 years	14
3-4 years	22
5-10 years	35
11-20 years	14
21+ years	4
No response	*

Q11. What type of contract are you on?

Base: Total sample	N=2582
	%
Permanent – full-time	46
Permanent – part-time	47
Temporary – full-time	2
Temporary – part-time	3
Refused	*
No response	1

Q12. Which of the categories below best describes your job?

Base: Total sample	N=2582
RANKED	%
Administration/clerical	47
Classroom assistant	41
Technician	8
Business/Support/Resource Manager/Officer	6
SEN auxiliary – special education	4
ICT support	4
SEN auxiliary – behaviour support	3
Other non-classroom support staff	9
No response	*

Q13. Which sector do you currently work in?

Base: Total sample	N=2582
	%
Primary	70
Secondary	31

Q14. Please could you indicate the Local Authority you work for

Base: Total sample	N=2582
	%
Aberdeenshire	12
Angus	6
East Lothian	4
East Renfrewshire	5
Edinburgh	12
Falkirk	5
Fife	11
Glasgow	15
Inverclyde	4
North Lanarkshire	10
Renfrewshire	7
Stirling	3
West Dunbartonshire	4
Western Isles	1