

CII Group Skills Survey 2010

Introduction

The Chartered Insurance Institute Membership Skills Survey 2010

This is a summary of key findings from the 2010 Chartered Insurance Institute (CII) membership skills survey. The CII is the world's leading professional body for insurance and financial services (FS).

In the year since the CII's last skills survey much has changed – both in the economy and across the skills landscape. Although the economy is recovering slowly, many firms continue to be effected and this is inevitably having an effect on attitudes towards training and development. We have also had a change of government and so we await the impact of the new administration on the skills system.

This is the fourth year of the CII skills survey and it has been formulated to reflect the current economic situation. Members were asked about the effects of the downturn on training, their views on the Coalition Government and skills, and their opinion on the UK skill levels and the effectiveness of the UK education system.

The online survey, conducted by the CII during July 2010, was sent to all qualified CII and PFS members from the UK. 2652 members responded – with 621 of these being employers.

This year we have also included the results of skills related questions that we put to a panel of MPs. They provide their view of the importance of skills development.

This short presentation provides an overview of the key themes to arise out of the 2009 survey.

Summary Findings

Headlines

- **Confidence in the economy appears to be returning slowly** as members are less fearful of losing their job than 12 months ago and fewer employers are making cuts to training budgets.
- Despite this there are **worries over the UK's ability to compete in terms of skills** on the international stage going forward and there is an increasing number of employers reporting the detrimental impact of skills shortages.
- Employers continue to have **concerns about the ability of the UK education system to provide the basic skills needed** to succeed in the workplace – although attitudes do appear to be softening.

Summary Findings

All Respondents

- **Impact of economic situation of jobs:** Almost half of our members (46%) say they are not worried about losing their job – a significant rise on last year's figure.
- **UK skills versus the rest of the world:** One in two members say that by 2020 the UK will be left behind by international competition in terms of skills. 42% say that this is already the case.
- **Impact of the Coalition Government on skills:** Over a quarter of members do not think that the Coalition Government will improve the skills system. Only 7% think they will have a positive impact.
- **Quality of entrants into the industry:** 27% feel that new entrants are better equipped than those of ten years ago. However 35% feel that they are worse.

Summary Findings

Employers Responses

- **Impact of economic situation on training investment:** The only 9% of employers say that they will cut their investment in training as a result of the continuing economic uncertainty (half the 2009 figure). The majority of employers (38%) say that they will target spending more effectively.
- **Employers facing skills shortages:** Almost three quarters of employers (72%) reported suffering from skills shortages and of those 72% said that the shortages were having a detrimental impact on business.
- **Effectiveness of the UK education system:** Over half of employers (52%) feel that the education system is poor at meeting the needs of financial services. 58% say that the level of basic education of new applicants is adequate.
- **Importance of Professional Qualifications:** Almost nine in ten employers (86%) predict that the demand for professional qualifications will rise over the next five years, and three quarters think that the level of qualification required will be higher.

Summary Findings

MPs views

- **Investment in training:** In addition to our members we surveyed MPs on the question of investment in skills. The vast majority of MPs surveyed said that investment in training and development is vital to ensure economic recovery (94%) and that cutting spending would reduce the UK's competitiveness (86%).

Summary Findings

Faculty specific findings

- **Skills shortages:** Claims and Underwriting faculties reported the highest percentage of skills shortages – with the shortages impacting Underwriting the most. London Markets had the fewest shortages.
- **UK skills versus the rest of the world:** Claims and London Market members were more likely to agree with the statement that the UK skill levels have already fallen behind those of other countries, than any of the other faculties.
- **Impact of economic situation on training investment:** The highest numbers of employers reducing training spend were in the Claims faculty.
- **Quality of entrants into the industry:** PFS members were the most positive towards today's new entrants when comparing them with entrants from five and ten years ago. Claims and Broking had the most negative view.
- **Offer of work placements and internships:** London Market and Underwriting employers offer the most number of placement opportunities. PFS offer the least.
- **Impact of the RDR:** PFS members strongly agree with the importance of gaining professional qualifications and that the industry is working hard to encourage attaining qualifications.

Methodology

This was the fourth year the CII has run its membership skills survey. It was an online survey, sent to all qualified CII and PFS members from the UK. 2652 members responded – with 621 of these being employers. The survey ran for two weeks during July.

The survey of MPs was conducted by ComRes for the CII. They surveyed 152 MPs between 23rd June and 19th July 2010 by self-completion postal questionnaire and online. Data were weighted to reflect the exact composition of the House of Commons in terms of party representation and regional constituency distribution.

Daniel Pedley
Policy & Public Affairs
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