



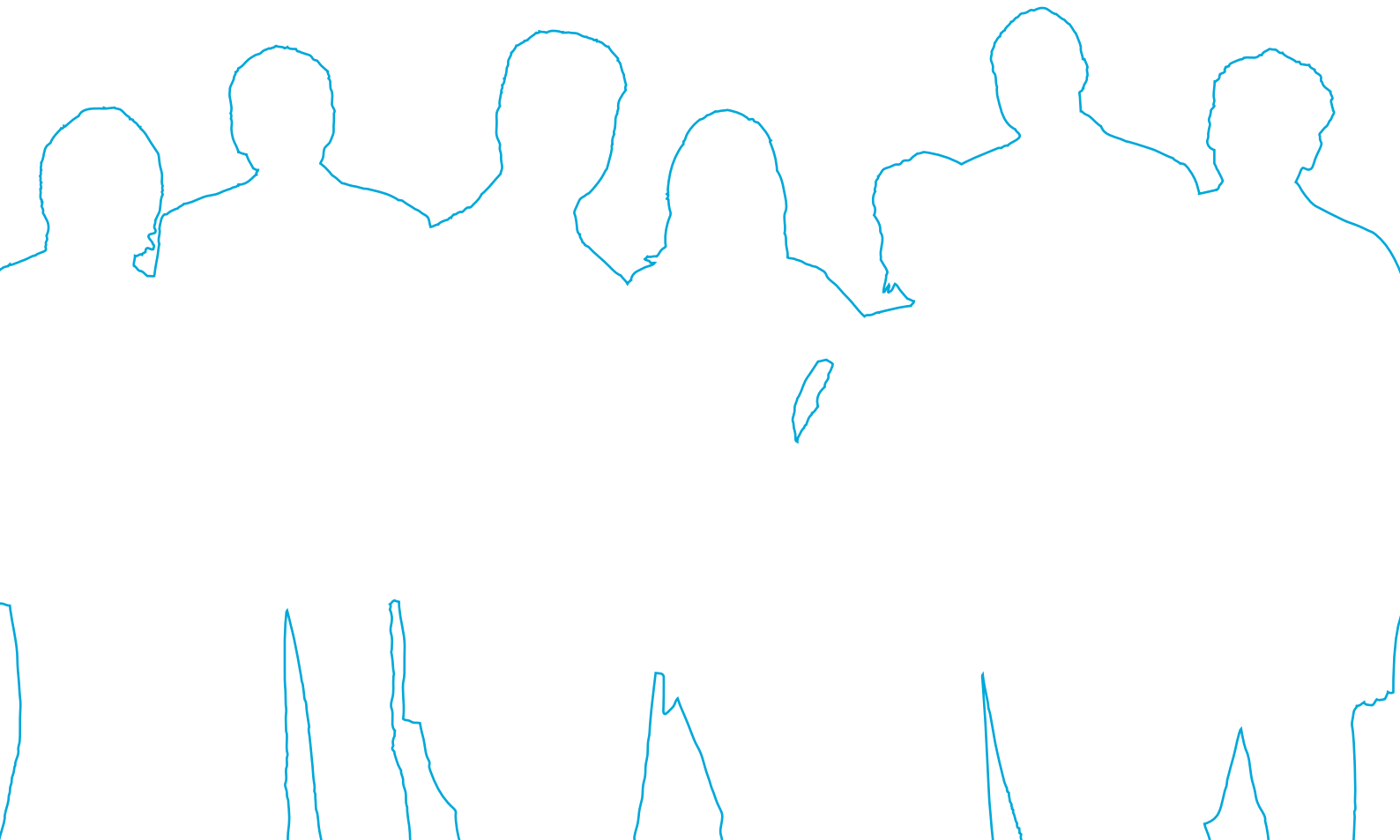
EMPLOYMENT & TRAINING CORPORATION  
**ANNUAL REPORT 2009**







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# BOARD OF DIRECTORS



## ETC Board Members in 2009

From left to right:

**Directors Louis Cuschieri, Greta Bugeja, James Pearsall  
Board Secretary William Spiteri, Chairperson Dr Sandra Sladden  
Directors Marvic Attard, George Galea, Philo Meli, and Michael Mercieca.**

The Board of Directors also included:

**Deputy Chairperson Frank Zammit  
Directors Joseph M. Camilleri and Joe Farrugia.**

## CHAIRPERSON'S FOREWORD

ETC's annual report, the 19th in the series, assesses the performance of the Maltese labour market against a backdrop of an exceptional economic scenario. The global financial crisis has brought several years of relatively high economic growth and job creation to an abrupt halt. This has necessitated a deeper and clearer understanding of labour market dynamics which, at a time of crisis, call for prompt policy responses. Measures to help laid-off workers back into employment and to curb long-term unemployment are crucial in such circumstances.

Government reacted swiftly to the financial and economic crises by introducing a stimulus package to safeguard jobs, while also taking various measures to support companies in order to prevent job losses. ETC also responded in a likewise rapid manner by providing the required supportive structure. The training and re-training of the workforce to improve workers' skills and make them more employable have now become more critical than ever.

In 2009, the number of job vacancies referred to ETC stood at 7,791 out of which more than half were successfully filled. This achievement is attributable to the pro-active attitude employed by the Corporation, including numerous outreach events, recruitment drives, job fairs and training on demand. Throughout 2009, ETC provided training to 6,800 persons, a 66% increase on the previous year.

In the year under review, the various projects falling under the €27 million European Social Fund continued to receive great thrust. Over half of these funds were allocated to the two new schemes launched in February 2009 – the Employment Aid Programme and the Training Aid Framework. Both schemes had an unprecedented response, which augurs well for the three years to come. The Employment Aid Programme, targeted to facilitate the employment of disadvantaged and disabled persons, resulted in 345 new job placements by the end of 2009. The Training Aid Framework, which provides financial assistance in the form of training grants to employers providing training to their workforce, has also proven to be very successful with applications exceeding all expectations.

One of the Corporation's main aims is to review and strengthen existing structures and schemes in order to enable more women to participate in the labour market. During 2009, the Gender Equality Unit continued to provide a range of services, initiatives and projects to encourage more women into employment. The Gender Equality in Employment Action Plan 2009-2010 was also implemented and in June, 2009, EU Commissioner Vladimir Spidla visited ETC to launch a campaign aimed at increasing female participation in the workforce.

Though 2009 was not an easy year, ETC has managed to emerge successfully from a diversification strategy that is bearing fruit. ETC has placed special emphasis on short-term policy actions without neglecting long-term policy measures which are a pre-requisite for our economy and labour market to combat the current downturn. These measures will also serve to prepare ETC for future challenges.



No doubt, all this would not have been possible if it were not for the commitment and dedication of our management team, as well as the diligence of all employees at ETC. I am also indebted to my fellow Board Members for their continuous support and guidance. The Board of Directors has closely followed the current labour market dynamics and is committed to improving efficiency in procedures and operations in order to ensure that ETC's response is timely and effective.

In the coming years, tackling long-term unemployment and taking decisive actions targeted at young people at risk remain amongst ETC's priorities. It is important that no youth enters the labour market without a recognised and valued qualification. Thus, adequate training and education schemes are required to pre-empt the emergence of skill gaps and shortages.

ETC will continue to consolidate its various efforts aimed at supporting employment and promoting mobility. ETC will also place special emphasis on upgrading skills and matching labour market needs, while increasing access to employment for the disadvantaged groups.

2010 will be another challenging year for ETC. Throughout my tenure I have, and will continue to maintain, an open dialogue and work side by side with all those who utilize our services, including Government, various Ministries, Local Councils, other entities and the private sector. I would like to express my appreciation to the former Minister for Social Policy, the Honourable John Dalli, the Honourable Minister Dolores Cristina and the Government who have all been very supportive and encouraging and whose continued commitment has enabled us to move ahead with confidence towards the future.

A handwritten signature in blue ink, reading "Dr Sandra Sladden". The signature is fluid and cursive, with a large initial 'S'.

**Dr Sandra Sladden**  
Chairperson

# EMPLOYMENT SERVICES



During the year under review, ETC sustained its efforts to improve and develop its employment services amid the havoc wreaked by the international economic crisis on the local economy.

- place and environment
- documentation
- staff interaction
- facilities

## REGISTRATION SERVICE

Between January and December 2009, a total of 15,722 unique jobseekers used the registration services of ETC. Amongst these, 5,066 were new service users who had never used the service previously.

## EVALUATION OF FIRST-TIME REGISTRATION PROCESS

This financial year<sup>1</sup> saw a major change in registration procedures following an internal re-evaluation study of the registration system.

At the beginning of 2009, a task force was set up to examine and improve the processes for first-time registrants. The Monitoring and Evaluation Unit provided invaluable support by conducting an evaluation of the first-time registration process from the customer's perspective.

The objective was to measure the level of customer satisfaction in four areas:

The study was carried out in two phases, with the first phase consisting of a survey among first-time registrants. A total of 148 jobseekers were interviewed, following which three focus groups were set up to delve deeper into the initial findings and feedback received from the first survey. During these focus groups, jobseekers were asked to give an in-depth description of their registration experience. Following the presentation of results from both the survey and focus groups, action directed towards improving service provision was immediately taken by management.

Phase two consisted of a second survey carried out among 150 first-time registrants. A comparative analysis of results from the first and second surveys was performed. The analysis showed that:

- jobseekers were generally satisfied with the services offered
- jobseekers were more satisfied with information given by employment advisors
- jobseekers preferred registration to be held in a more centralised location
- jobseekers suggested an extension of opening hours

<sup>1</sup> Owing to a change in the financial year of public corporations, the financial year 2007-2008 covered fifteen months. All other years, namely 2004 - 05 to 2009, are based on a twelve month period. Thus, when comparing performance for 2009 vis-a-vis 2008, one would be required to calculate the figures for 2008 on a 15 month period.



Taking all recommendations of the study on board, in August 2009, ETC implemented a fundamental change in these services by facilitating access to new registrants. These started being serviced by a front-office employment advisor who informed them of all ETC services, matched them with suitable vacancies, and/or referred to ETC training courses during the first meeting.

Furthermore, first-time registration services moved from Hal Far to Valletta to facilitate access, and the service is now offered from Kumless Access, 72, Melita Street, Valletta. The opening hours to the public were also extended and are now between 08:00hrs and 15:00hrs, Monday to Friday.

## PART 2 RENEWAL PROCESS

Also, in August 2009, the Part 2 renewal procedure was changed from a manual to an electronic process, with clients being issued with a registration card based on the fingerprint registration system. Thus, Part 2 jobseekers could renew their registration once a month at area offices of the Department of Social Security, rather than only at the three ETC job centres.

In addition, all appointments, interviews, profiling, and call-ins started being generated through the fingerprint recognition registration system, a move which saved time, postage and printing.

## PERSONAL ACTION PLANS

Once a person is eligible to register on Part 1, s/he is allocated a personal employment advisor who will be the main contact person during the period of registration. During the second interview with the personal employment advisor, jobseekers are further profiled and a personal action plan is developed. Jobseekers are then called in by their employment advisor, from time to time, to discuss progress towards achieving goals and tasks agreed on in the personal action plan.

Between January and December 2009, a total of 4,826 new personal action plans were developed. These were in addition to 16,116 personal action plan reviews and follow-ups, thus making a total of 20,942 persons referred for training.

## IMPROVED MATCHING AND EMPLOYER INTERACTION

In 2009, the Employment Services Division kept up its efforts to interact with employers on the phone, by email, in personal meetings and through group presentations and seminars. Several recruitment exercises, open days and job fairs were organised to enable employers to find the most suitable candidates for vacant posts. A new approach, through the organisation of a seminar for private recruitment agencies, was also tried and this helped ETC understand better employers' needs.

ETC also contacted employers, who extended or re-submitted the same vacancies, to see how they could be assisted. This served also as a good opportunity to inform employers of other ETC services and helped in the identification of placements.

Following feedback gathered during focus groups with employers, ETC started contacting jobseekers who uploaded their CV online. These jobseekers were requested every quarter to re-confirm whether they wished to leave their CV online and, if required, to update their details. Details of persons who did not confirm interest were removed, thus ensuring that online CV's were only of those seeking employment.

During 2009, new Specialised Recruitment Services based on a protocol were introduced for employers, targeting mainly:

- repeated users of ETC recruitment services
- employers seeking to employ a substantial number of jobseekers
- employers applying for employment licences to employ foreigners after stating that they were unable to find persons to fill their vacant posts
- employers who specifically requested ETC to carry out additional filtering and matching services

The protocol followed the following stages:

- receiving CV's and applications from jobseekers
- sending an acknowledgment to all applicants
- shortlisting applicants according to employers' criteria
- forwarding shortlisted CV's to prospective employers
- organising interview appointments with shortlisted applicants
- sending a refusal letter to applicants who were not shortlisted

This protocol was drawn up following jobseeker feedback which showed that it was most frustrating and demotivating for them not to receive any feedback at all from employers - a most common and unfortunate occurrence. The protocol also gave the opportunity to employment advisors to develop a better interactive relationship with employers, making it easier for them to obtain feedback on outcomes of recruitment exercises. Since employment advisors also attended some of the recruitment interviews, they could understand better employer requirements and how registering jobseekers performed during interviews.

In 2009, seven motivation seminars were organised for both adult and youth jobseekers to stress the importance of motivation during an employment search. Over 400 participants (mainly long term unemployed clients) attended. Apart from informing and encouraging jobseekers, these seminars served to improve the relationship between employment advisors and jobseekers, considering that the environment and general atmosphere were less formal.

# EMPLOYMENT SERVICES

ETC also continued to advertise local vacancies free of charge through its website and at job centres, and, on a European level, on the EURES website. To render its job brokerage objective more effective, the Corporation kept up its systems of sending daily auto mailers free of charge to jobseekers. Apart from ETC vacancies, these auto mailers also included vacancies appearing in local newspapers, those related to applications for work permits and EURES vacancies.

ETC also continued to offer the Jobseeker Direct Freephone Service, (Tel: 800 765 00), which enables jobseekers to phone and ask for vacancies related to their chosen occupational preference. In May, 2009, a new ETC job centre was officially opened at the Qawra Access Centre.

Since a number of unemployed persons showed interest in establishing their own business, a meeting was organised to which officials from the VAT, Trade, Social Services and other departments were invited. For young jobseekers among this group, a seminar on entrepreneurship was also organised; several jobseekers wishing to set up their own business are still in contact with their facilitator.

## JOB VACANCIES AND PLACEMENTS

During 2009, 1,830 unique employers, amongst whom were 558 new employer clients, used ETC's recruitment services.

As shown in Table 1, job vacancies notified to ETC showed a steady increase between 2002 and 2008, with a sharp decline of 35% in 2009<sup>2</sup>. The decrease in vacancies was attributed to two main factors, namely:

- the international financial and economic crisis impacting negatively the local demand for labour,
- reversion to the practice of leaving job vacancies open for two weeks, rather than one week, as it was discovered that one week resulted in a re-opening of the same vacancies; this inflated the total number of vacancies notified to ETC.

In 2009, 82.8% (6,454) of all job vacancies registered with ETC came from the private sector while 17.2% (1,337) originated from public entities, making a total of 7,791 notified vacancies.

Job vacancies registered with ETC dropped by 35% between 2008 and 2009. This sharp decline, in turn, resulted in a drop of 21% in the number of jobseekers referred to prospective employers.

Figure 1 shows the status of job vacancies, submissions and placements over a period of five years.

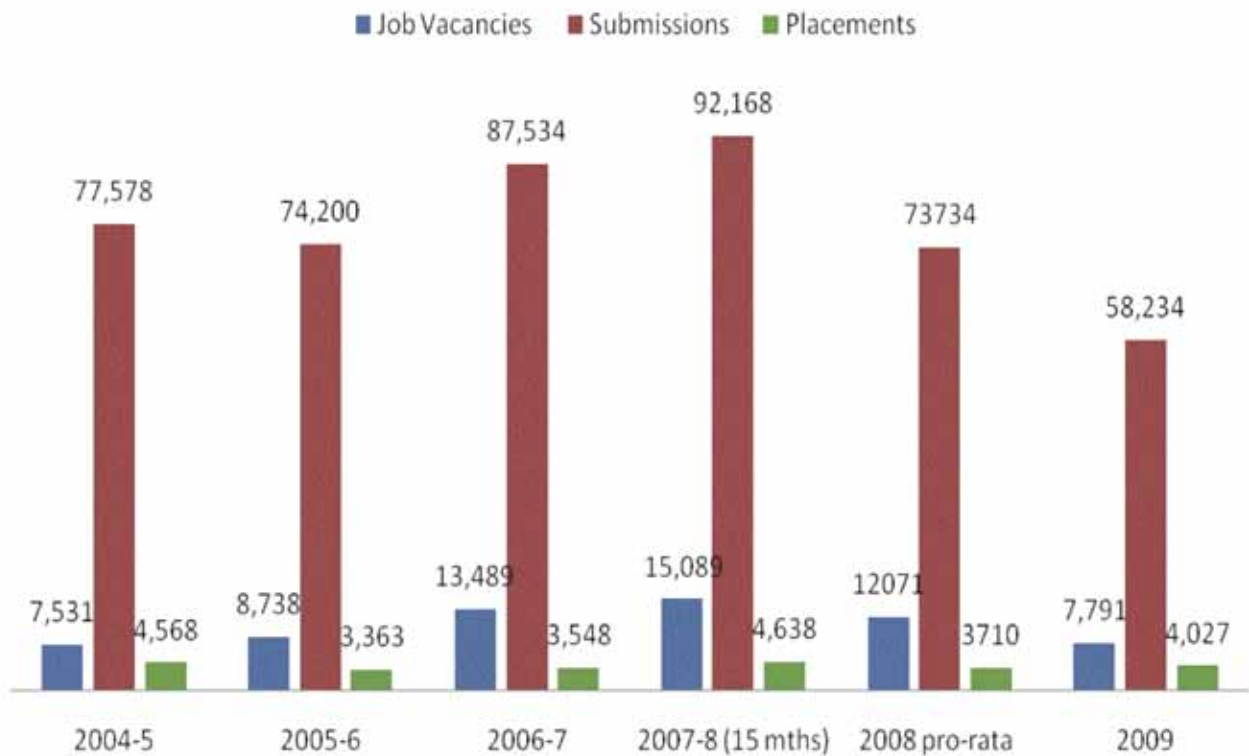
TABLE 1

	October - September			Oct - Dec	Pro-rata	Jan - Dec
Placement Services	2004-5	2005-6	2006-7	2007-8	2008	2009
Job Vacancies	7,531	8,738	13,489	15,089	12,071	7,791
Submissions	77,578	74,200	87,534	92,168	73,734	58,234
Placements	4,568	3,363	3,548	4,638	3,710	4,027
Placement to vacancies ratio	61%	38%	26%	31%	31	52%
<b>Placements</b>						
Private sector	3,279	2,358	2,400	3,182	2546	2,893
Public sector	1,289	1,005	1,148	1,456	1165	1,134

<sup>2</sup> Assuming a financial year of 12 months for 2007 – 2008, vacancies stood at 12,071 in 2008.

FIGURE 1

### Placements during 2009



Despite the decline in vacancies registered with ETC, great efforts were made to keep the ratio of placements at a comparable level to previous years. In fact, 4,027 employees, including 202 persons in Gozo, were placed in 2009. This represented an 8.5% increase in placements in 2009 versus 2008. This is attributed to better profiling of clients, ongoing tracer studies and follow-up with both employers and jobseekers (e.g. of lapsed clients, engagement forms and acknowledgement feedbacks, website submissions etc...).

The quality of placements is measured by the length of time that registered jobseekers placed in employment actually remained in employment with the same employer or with another employer. This measure is set at one year after the placement takes place. A total of 72% of those placed between October, 2007 and December, 2008 were found to be still in employment one year later. ■

### METHODOLOGY OF PLACEMENTS

Placements were carried out in both direct and indirect manner. Direct placements, which involved the submission of jobseekers to employers by employment advisors and job centre staff, stood at 40% of total placements.

Indirect placements, the remaining 60%, resulted from information submitted by employers and jobseekers that the placement was filled through an ETC service, such as CV search, website vacancy search, auto mailer and job banks. The increase in indirect placements reflected a rise in the use of ETC online services, whose quality and promotion were greatly improved.

# LABOUR MARKET DEVELOPMENTS



The year under review was burdened by the closing down of companies and mass redundancies in Europe as a result of the international financial and economic crisis. This, of course, impacted negatively on the local economy and labour market. Although the Maltese government took measures to contain job losses as much as possible, a number of local businesses reduced their workforce, resulting in a decrease in the gainfully occupied population.

## FULL-TIME EMPLOYMENT

According to the latest published figures by the National Statistics Office, the gainfully occupied population stood at 144,265 at the end of November, 2009, a decrease of 1,564 when compared to November, 2008 (145,829).

The major job losses were recorded in manufacturing, construction, and hospitality sectors. Manufacturing dropped by 1,472, construction dropped by 635 and hospitality decreased by 673, making a total decrease of 2,780. However, this drop was offset by an increase of 590 persons in other sectors and 118 persons in the self-employment sector.

## PART-TIME EMPLOYMENT

Part-time employment, as a primary job, increased by 1,280 persons during 2009, when compared to November, 2008. A total of 637, or just under 50%, of the total 2009 increase, were women. In November, 2009, part-time employment stood at 27,980.

## UNEMPLOYMENT

As shown in Table 2, registered unemployment increased by 1,307 persons between December 2008 and 2009. Unemployment in Gozo stood at 801, reflecting 10.43% of the total unemployment figure. Although unemployment had started to increase in late 2008, the pace stepped up in 2009, stabilising at around 7,600 in late 2009.

Unemployment by age group, as shown in Table 3, indicates an underlying trend that, although unemployment increased overall, the rate of increase for one specific sector, namely, the over 50 age group, was appreciably higher in comparative terms, while the ratio of unemployment for the youth group decreased steadily until 2008 but increased slightly in 2009.

TABLE 2 - REGISTERED UNEMPLOYMENT - MALTA AND GOZO

Gender	Dec 05	Dec 06	Dec 07	Dec 08	Dec 09
Males	5,715	5,544	4,684	5,004	5,986
Females	1,664	1,617	1,488	1,369	1,694
Total	7,379	7,161	6,172	6,373	7,680

TABLE 3 - UNEMPLOYMENT BY AGE GROUP

Age Group	Dec 05	Dec 06	Dec 07	Dec 08	Dec 09
16 - 19 years	1,008	823	596	533	701
20 - 29 years	2,177	2,012	1,534	1,535	1,785
30 - 39 years	1,485	1,471	1,356	1,410	1,656
40 - 49 years	1,542	1,574	1,457	1,477	1,689
50 years & over	1,167	1,281	1,229	1,418	1,849

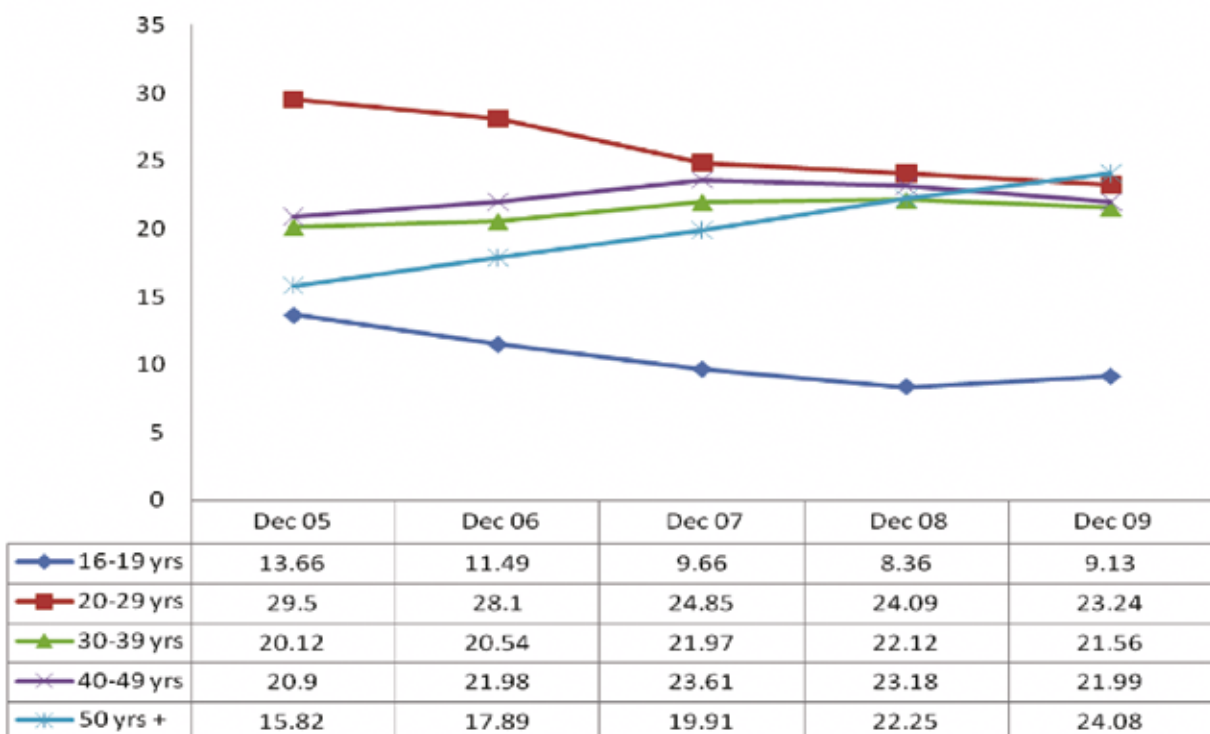
This trend is seen more clearly in Fig 2, which shows unemployment by age group expressed as a percentage of the total number of unemployed registrants.

this age group registered as unemployed for the first time during 2009. Furthermore, only 110 persons in this age group were registered on Part II, while the remainder were registered on Part I.

The rate of unemployment for the over 50s has risen from 15% of the total figure in 2005 to 24% of the total figure in 2009. The total for 2009, 1,849, includes 150 persons who took early retirement during 2009. On the other hand, 1,064 persons in

Data on duration of registration also confirms that the crisis of 2009 has affected the length of time registrants remain unemployed. Figure 3 shows that the duration increased in all segments between 2007 and 2009.

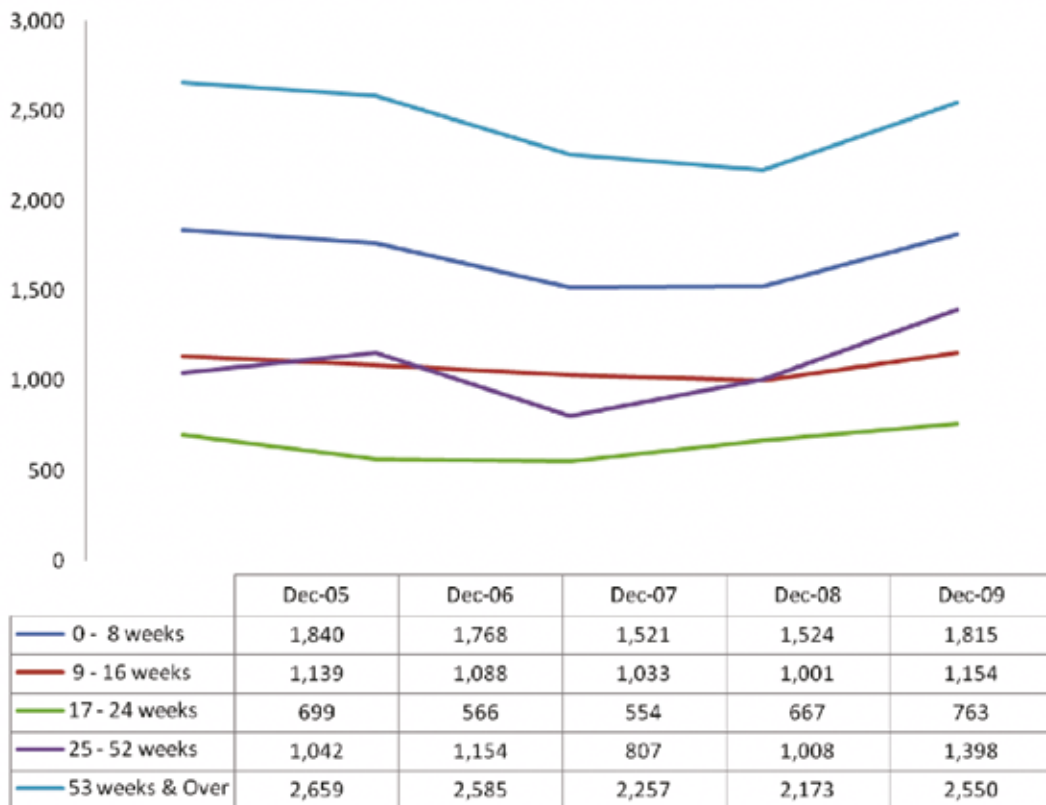
FIGURE 2 Unemployment by age group expressed as percentage of Total Unemployment



# LABOUR MARKET DEVELOPMENTS

FIGURE 3

## Duration of Registration



## RAPID REACTION SERVICE AND TARGETED TRAINING

The impact of the economic crisis instigated the formation of a rapid reaction service to provide special registration and job seeking arrangements for employees made redundant in the first months of 2009. The rapid reaction service was provided to fourteen companies.

In the case of company closures or large redundancies, the employees were provided with a Fast Track Registration process, spread over a number of days. On notification of planned redundancies, ETC worked with the relevant companies to draw up a rapid employment response programme, which included information on different ETC services, profiling of employees and referring them to relevant ETC courses.

The rapid reaction service also included meetings with Social Security officials, who provided employees with information on their national insurance contributions to date and their entitlement to unemployment benefits.

Response to this programme was satisfactory and much appreciated, as besides facilitating registration and job seeking, it provided much moral support to these employees at a difficult period in their working lives.

Owing to the noticeable increase in unemployed registrants by the end of December, 2009 (vide Table 2), the Government allocated extra funds to ETC for the temporary recruitment of additional employment advisors to cope with the increased caseload.

Also, during 2009, additional funds were awarded to ETC to organise targeted training programmes in companies adopting short working time arrangements. Training programmes were primarily of a generic nature and were organised in close consultation with the employers involved. ETC assisted six companies, which, between them, sent approximately 1,300 employees for training. ■





## RAPID REACTION SERVICE AND TARGETED TRAINING

Response to this programme was satisfactory and much appreciated, as besides facilitating registration and job seeking, it provided much moral support to these employees at a difficult period in their working lives.

# LEGAL COMPLIANCE



**During 2009, ETC continued in its efforts to ensure that persons registering as unemployed abided by their legal obligations. Registered unemployed persons failing to attend an ETC employment or training measure were removed from the unemployment register, unless they provided a valid reason for their decision.**

A total of 1,900 objections were received and examined. From this number, the objections of 598 persons were not upheld, resulting in their removal from the unemployment register. Furthermore, another 977 persons were either caught working while registering as unemployed, or failed to submit an objection. This resulted in a total of 1,575 persons being removed from the unemployment register in 2009.

## STRATEGY

In 2009, the strategy to ensure legal compliance was improved through better preparatory work and coordination.

To ensure effectiveness, ETC implemented the following framework:

- Introduction of new work methods through electronic means
- Initiation of desk investigation
- Implementation of regular joint inspections with the Immigration Police
- Tracking of foreigners without work permits through consultation of database of the Employment Licences Unit
- Increase of inspection efforts in Gozo
- Reduction of time-span for processing infringements

ETC also maintained a high success rate during objection hearings, both at the National Employment Authority and at the Law Courts.

## INSPECTIONS

The primary targets of ETC's Law Compliance Unit were persons registering as unemployed but actually working, foreigners working in the hospitality sector, persons working in construction, gaming, refuse collection and cleaning sectors.

A total of 3,553 inspections were carried out in 2009 resulting in the identification of 2,049 infringements (Table 4). The main category of infringements consisted of persons working without the necessary employment documentation.

A total of 171 persons were found working, primarily in the hospitality and construction sectors, while registering as unemployed. Apart from immediately removing these persons from the unemployment register, legal action was taken against both registrants and employers.

Inspections also resulted in finding 365 foreigners working without an employment licence, a 56% increase over the results achieved in 2008 (when calculated pro rata). A number of these inspections were held with police assistance.

## INFRINGEMENTS BY SECTOR

Inspections held in the construction sector resulted in the identification of 177 infringements. But the highest number of infringements was found in the hospitality sector with 1,121 infringements, 44 of which were foreigners working in ethnic



TABLE 4 - NUMBER OF INFRINGEMENTS BY CATEGORY

	October - September			Oct - Dec	Jan - Dec
	2004-5	2005-6	2006-7	2007-8	2009
Working and registering	334	219	197	145	171
Employment of minors	30	20	26	12	15
Employment of foreigners	71	195	302	291	365
Employment not reported to ETC	1,643	1,831	1,589	1,727	1,498
<b>Total</b>	<b>2,078</b>	<b>2,265</b>	<b>2,114</b>	<b>2,175</b>	<b>2,049</b>

TABLE 5

	October - September			Oct - Dec	Jan - Dec
	2004-5	2005-6	2006-7	2007-8	2009
<b>Total strike-offs</b>	2,142	1,543	1,799	2,032	1,575
<b>Total appeals to NEA</b>	777	746	860	1,076	820
<b>Appeals upheld</b>	184	224	127	198	120
<b>Percentage of cases upheld by appellant</b>	24%	30%	15%	18%	15%
<b>Number of inspections</b>	3,850	5,144	3,484	4,119	3,553
<b>Number of infringements</b>	2,078	2,265	2,114	2,175	2,049

catering establishments. Inspections in the refuse collection sector resulted in 49 infringements out of 94 persons interviewed, which represented 52% of total number examined. Other inspections targeted cleaners working in various places, namely clinics, hospitals, hotels, etc. In this area, 31 infringements were found which included 3 persons registering for work and 6 foreigners without the required documentation.

In Gozo, 597 persons were interviewed during 269 inspections. The inspections uncovered 135 infringements, which represented 22.6% of persons interviewed. Among the 135 infringements, there were 13 persons found working and registering as unemployed. A further 13 foreigners were found working without a valid work permit, a relatively new occurrence for Gozo.

## APPEALS SUBMITTED TO THE NATIONAL EMPLOYMENT AUTHORITY AND COURT CASES

Persons removed from the unemployment register by ETC can appeal against the decision before the National Employment Authority (NEA). Table 5 shows ETC's success rate over the past five years, with only 15% of appeals being won by appellants in 2009. This shows that ETC's strategy and preparatory work are proving effective.

During 2009, ETC presented 666 cases at court against employers found employing persons illegally. Up to the end of 2009, the Courts held 22 sessions during which 318 cases were heard. From the cases already heard, the Courts decided in favour of ETC in 78% of the cases. The balance, namely 348 cases, will be heard during 2010. ■

# TRAINING SERVICES



During 2009, the Training Division persisted in its initiatives to align training provision with labour market requirements and client needs. It also endeavoured to improve the quality of its training services through an upgrade and accreditation by foreign institutions of basic skills training programmes. This move formed part of ETC's policy of facilitating a smoother access into the work environment to the registered unemployed.

In 2009, the Training Services Division focused mainly on the preparation and implementation of three EU financed projects, namely:

- The Employability Programme
  - The Training Aid Framework
- both funded by from the European Social Fund (ESF), and
- Phase 2 of the Extension of ETC's Training Complex financed by the European Regional Development Fund (ERDF)

The generic training activities open to unemployed registrants and to the general public organised by ETC included:

- Apprenticeship schemes
- Traineeships
- Short mainstream programmes
- Courses at the Night Institute for Further Technical Education
- The INT scheme
- Business and management development programmes
- Customised courses for particular client groups

## TRAINING GRANTS

The Training Services Division continued to manage the training grants scheme falling under Regulation 14 of the Business Promotion Regulations Act, which gives financial assistance to employers who provide training to their employees. The grant covers training and personnel costs incurred by the entity when providing training. Throughout 2009, Corporation officials processed 1,299 training requests for 6,451 trainees and authorised payments of €639,120 in assistance to employers.

In February, 2009, the Minister for Social Policy launched the Training Aid Framework (TAF), an ESF funded initiative which ETC was appointed to manage on behalf of the Managing Authority. The TAF, with a budget allocation of circa €8.5 million, provides financial assistance in the form of training grants to employers providing training to their workforce.

Companies are reimbursed a percentage of the training costs incurred, on successful completion of the training programme and submission of the relevant documentation. The reimbursement percentage depends on the size of the company and type of training. TAF covers all forms of training, whether specific to the organisation or generic (transferable to other organisations). This varies from basic induction training to specialised, post graduate training relevant to both organisation and employee.

The scheme was promoted through meetings organised in collaboration with a number of stakeholders. TAF proved to be very successful, with the number of applications exceeding all expectations. By December, 2009, more than 1,000 applications

were submitted from 295 different companies. The composition of the applications was as follows:

- Self Employed 3.2%
- Small Companies 31.8% (up to 50 employees)
- Medium Companies 25.4% (51 - 249 employees)
- Large Companies 39.6% (from 250 employees upwards)

Applications were submitted for training of approximately 4,400 employees, 59% of whom were male while 41% were females. The educational levels of the prospective trainees by ISCED code are shown in Table 6.

**TABLE 6**

<b>Isced Level 1</b>	Lower Secondary Education: Up to Form 5 of secondary education	22.3%
<b>Isced Level 2</b>	Lower Secondary Education: Up to Form 5 of secondary education or completed trade school programme	16.2%
<b>Isced Level 3</b>	Upper Secondary Education: Completed secondary education and has Matsec A-level or qualification at Diploma level	26.2%
<b>Isced Level 4</b>	Post Secondary Education: Higher Diplomas	10.9%
<b>Isced Level 5</b>	Tertiary Education: Post-Graduate Diploma, Degree or above	24.4%

Considering the rules governing the scheme, the implementation guidelines and documentation requested of employers, several difficulties were encountered in processing applications in the first half of 2009. To improve matters and streamline proceedings, an examination of the processing and evaluation system was carried out. The process has now been improved and made more user-friendly with the co-operation of all bodies concerned.

**TRAINING PROGRAMMES**

In May 2009, the ESF Employability Programme was launched with a total monetary value of approximately €5 million. This programme also provides traineeships, trade testing and a training subsidy scheme.

The Employability Programme will run until 2011 and covers four categories of courses:

- Job skills
- Basic Skills
- Work Orientation
- Re-training

Table 7 shows the composition of training participants by location and gender during 2009.

**TABLE 7 - NUMBER OF TRAINING PARTICIPANTS IN 2009**

	<b>Number</b>	<b>Percentage of total number of participants</b>
<b>Malta</b>	5,643	83.66 %
<b>Gozo</b>	1,102	16.34 %
<b>Total</b>	<b>6,745</b>	
<b>Male</b>	4,656	69.03 %
<b>Female</b>	2,089	30.97 %
<b>Total</b>	<b>6,745</b>	

It is to be appreciated that per capita training in Gozo is much higher than in Malta, if one considers that Gozo's potential working population (persons between 16 and 64 years of age) stands at 20,953 while Malta's potential workforce stands at 265,456. Thus, Gozo's per capita training participation is 5.26% while Malta's is 2.13%.

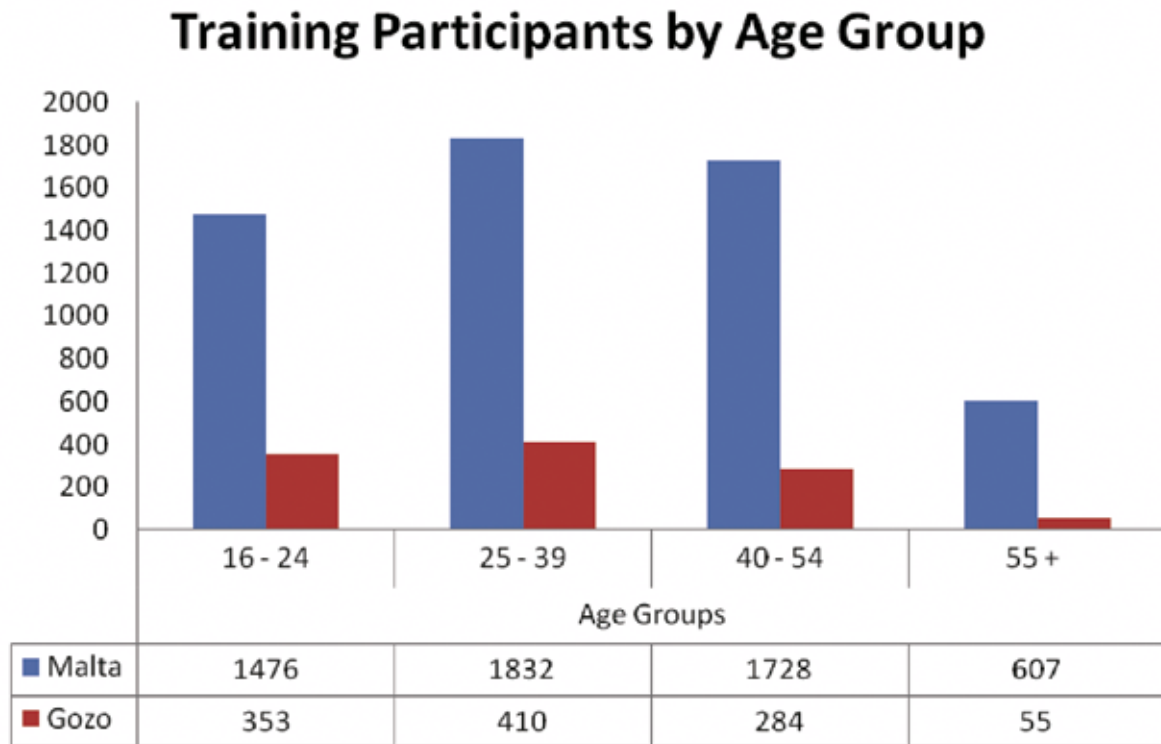


With regard to participation by gender, one notes that female trainees were less than half the number of male trainees during 2009. This remains a worrisome issue and ETC is committed to doing its utmost to narrow this gap (vide 'Promoting Equal Opportunities at the Workplace' section).

As can be seen from Fig. 4, the largest age group participating in training was made up of persons falling in the 25 to 39 age group, making up 33.24% of total participants. These were closely followed by those in the 40 to 54 age bracket making up 29.83% of total persons trained. A more comprehensive list of training participants per course can be seen in Appendix 1.

# TRAINING SERVICES

FIGURE 4 - PARTICIPANTS BY AGE GROUP IN MALTA AND GOZO IN 2009



The programmes most followed were those providing basic skills (Vide Appendix 1). These include Maltese and English literacy, Basic IT and soft skills. This reinforces ETC's policy of providing a second chance to those who finish mainstream education with low or no qualifications.

A Basic Skills Programme addressing the eight key skills was developed and will be promoted in 2010 amongst jobseekers who lack a valid School Leaving Certificate.

The eight key skills focus on:

- Communication in Maltese
- Communication in English
- Mathematical Competence
- Digital Literacy
- Learning to Learn
- Social and Civic Competence
- Entrepreneurship
- Cultural Awareness and Expression

Discussions were held with the Malta Qualification Council (MQC) to obtain recognition for this programme and a protocol between the two entities is expected to be signed soon. Following recommendations by employers, ETC organised another training

programme in machine setting skills. The programme was attended by jobseekers and others in employment referred by their employers. The programme will be integrated into a Traineeship in 2010 and will be combined with on-the-job work placements.

In conjunction with MCAST, the Training Division organised a series of consultation meetings with students who, for some reason or other, dropped out of their respective courses at MCAST. The Corporation informed these youngsters of other ETC training possibilities which could be of benefit to them.





The Training Division continued to organise re-training programmes specifically aimed at assisting the unemployed to improve their employability skills. These programmes were also open to those in employment who wished to improve their employment situation. Re-training programmes included IT, technical, and management development training. Following discussions with employers, programmes were organised on employers' premises, with new initiatives introduced, namely:

- Leadership Skills (specifically designed for supervisors)
- Soft Skills
- Basic CNC
- Basic Life Support
- Fire Fighting Awareness
- HACCP



In 2009, ETC concluded talks with the managing team of the City & Guilds of London Examination Board, which resulted in ETC being recognised as an accredited training and testing centre for a number of new courses. The programmes which are now accredited include:

- Engineering Skills
- Carpentry and Joinery Skills
- Refrigeration and Air-conditioning
- Basic Electrical Installation
- Electronics
- Health and Safety
- Metal Machining

Discussions are also at an advanced stage to obtain recognition for Office Procedures (Levels 1 and 2), whilst enquiries were made with the Institute of Leadership and Management to obtain recognition for other courses.

## EXTENSION OF ETC'S SKILLS DEVELOPMENT CENTRE

Construction work was completed in 2009 on Phase 2 of the extension of ETC's Skills Development Centre at Hal Far to increase the Corporation's training space. The extension consists of a block of ten equipped training rooms and four offices adjoining the Corporation's Training Complex. The new block is fully accessible to persons with disabilities and is in line with current health and safety standards. A tender for equipment and furniture will soon be evaluated.



## TRADE TESTING

The Training Division continued to conduct trade testing to ascertain the proficiency of individuals interested in obtaining certification in their selected competence. Trade testing involves a written and practical test, followed by an assessment interview. Trainees and apprentices are also assessed on the compilation and content of their logbook/s. Assessed persons may only re-sit once the component in which they failed.

In 2009, 334 persons sat or re-sat the trade test. The majority, 285, were apprentices, 40 were non-apprentices and 9 were trainees.

The Training Division included the trade testing framework as a component in the ESF-funded Employability Programme to improve the trade testing process and introduce a quality assurance framework. A tender was issued for the services of expert/s in occupational assessment to analyse the current system and recommend a new process in line with MQC requirements.

The tender also included development, delivery and evaluation of a training programme for qualified participants assigned the task to train current and prospective assessors. This initiative is in line with the requirements of the Malta Qualification Council that advocates professional development of persons who are, or aim to become, assessors. ■

# EMPLOYMENT AND TRAINING SCHEMES



ETC promotes various employment and training schemes targeted at different groups of the working population. Although the schemes are of interest to different sectors, be they employers or employees, the core objective is always one: increasing the employability of the potential working population in Malta and Gozo.

in the Community Work Scheme which consists of 30 hours of community work per week for a period of 26 weeks. Participants receive a remuneration of 75% of the minimum wage. The scheme started off with 115 persons.



## EMPLOYMENT AID PROGRAMME

Employment schemes have proven to be an effective means of assisting unemployed persons to re-integrate into the labour market. The major employment scheme launched by the Minister for Social Policy, John Dalli, in February, 2009 was the ESF-funded Employment Aid Programme targeted to facilitate employment of disadvantaged and disabled persons.

Out of 680 applications for this scheme, 323 (47.5%) were accepted. This resulted in 381 disadvantaged or disabled persons placed in employment by the end of 2009, 255 persons in Malta and 126 persons in Gozo.

As at the end of 2009, 93 clients were still actively participating in the scheme and assigned work with 43 different Local Councils. A total of 31 persons were removed from the unemployment register either because they refused to participate in the scheme at the outset or because they discontinued their participation in it.

The Supported Employment Unit continued with the normal employment advisory services for the long-term unemployed. This resulted in 276 clients being referred to training, whilst 893 were notified of job submissions.

## YOUTH EMPLOYMENT PROGRAMME

During 2009, ETC also started implementing the ESF-funded Youth Employment Programme. The core objective of the Youth Employment Programme is to increase employability and labour market integration of young people, particularly disadvantaged young jobseekers, who do not pursue post-secondary education.

The project, comprising several activities to reach out to inactive youth, includes the development of a specific website and TV programs targeting youth, Youth Days, professional services offered by youth workers, a career guidance practitioner, an occupational therapist and a psychologist).

## COMMUNITY WORK SCHEME

The very long-term unemployed (those who have been registering for work for five years or more) were requested to participate

The programme also has an educational function as it imparts information on the rights and responsibilities at work to those in precarious work situations.

The targeted outcome is to reach 4,860 disadvantaged youth in Malta and Gozo throughout the duration of the whole programme, which ends in 2011.

## JOB EXPERIENCE SCHEME

The ESF-funded Job Experience Scheme launched in 2008 proved to be an effective means of activating and re-integrating young jobseekers into employment.

The project was extended to mid-2009, to achieve a total of 847 placements, when the original target had been of only 200 youth placements. Out of the total number, 660 (78%) completed their work experience placement. These positive results were achieved through more active promotion of the scheme to employers.

## WORK TRIAL SCHEME

Feedback from different stakeholders, namely, employers, previous work experience schemes, jobseekers and ETC staff, was integrated to formulate a proposal for a new scheme called Work Trial Scheme. The scheme, piloted in July 2009, reached its target of 100 placements within one month.

After carrying out an analysis and evaluation of the pilot project, a revised framework, including new scheme literature, documentation, procedures and time schedules, was drawn up. This improved Work Trial Scheme will be launched in early 2010, targeting the following groups:

- Jobseekers aged 16 – 24 who never worked (i.e. new labour market entrants with no job experience in their field of job preference)
- Youth aged 16 - 24 with previous work experience not in line with their respective job preference
- Graduates and other persons who completed their studies and never worked in their field of study
- Inactive persons (i.e. at least a one year break from last employment)
- Registered jobseekers aged 25 years and over who have been unemployed for at least six months
- Recently made redundant persons, (i.e. within six months of their last employment, wishing to change their job preference)

## APPRENTICESHIP SCHEMES

Apprenticeship schemes have been considered for many years a most effective system of preparing youngsters for the labour market, whilst also providing a pool of qualified workers.



Apprenticeship schemes are based on the dual system of vocational training, namely a combination of on-the-job and off-the-job training, to encourage youngsters to focus on a particular area through academic instruction (at MCAST or ITS) and practical experience with selected employers.

Apprentices also sit for accredited examinations under the auspices of B TEC, City & Guilds and MCAST, thus enhancing their employability. In fact, tracer studies of successful apprentices in the past three years showed 82% of those completing the apprenticeship to be in full-time employment; only 1% of these apprentices was registering for employment. The balance, 17%, were either furthering their studies or inactive.

The success of apprenticeship schemes depends on suitable placement of the apprentice to obtain on-the-job training complementary with his/her studies. By the end of 2009, 698 apprentices (84% males and 16% female) were registered with ETC. Owing to the economic crisis, the placement process proved more difficult than in preceding years. Despite this, by the end of 2009, the Training Division placed 80% of applicants. The apprentices were placed with 339 employers, 80% of whom came from the private sector. The Division will continue its efforts to find a placement for the remaining candidates.



# EMPLOYMENT AND TRAINING SCHEMES

ETC is also responsible for the quality standard of on-the-job training provided at the employers' establishment and at the Vocational Educational Training (VET) Institutes. In 2009, the Training Division initiated a project of compiling Occupational Skills Guidelines (OSG) for all apprenticeship callings. The guidelines include an occupational profile, a list of competencies to be taught during on-the-job training, and assessment criteria for the final Trade Testing. These OSC are handed to apprentices at the beginning of the course so that they are aware of the training content and performance expected of them on completion of their apprenticeship programme.

Furthermore, the Training Division also drew up a monitoring framework to ensure that apprentices received adequate quality training within the agreed parameters. Training Division officials carried out 512 monitoring visits, 408 of which were visits to employers' establishments and 104 to the VET institution, either at MCAST or at ITS. During these visits, ETC officials discussed progress and on-the-job training experiences with apprentices, and, at the same time, reinforced the overall coaching relationship between apprentice and Training Division official.

An Apprenticeship Schemes Board was also set up to review the current schemes and recommend changes for improvement. Stakeholders, namely representatives of employers and from VET institutions, participate in steering committees to share their knowhow and experience while underlining their involvement in the running of such schemes. Thus, ETC believes that such a structured approach to the apprenticeship scheme will improve the overall quality of the programme, making it more effective and attractive.

## TRAINEESHIP SCHEME

The Traineeship Scheme was launched under the ESF-funded Employability Programme and operates on the dual VET system, offering a combination of on-the-job training with an employer for 80% of the traineeship duration and 20% off-the-job training.

The scheme targeted unemployed and low skilled clients and encouraged them to obtain vocational competences and qualifications needed in the labour market. The duration of traineeship varied between 10 and 39 weeks, based on a 40-hour week, and was determined by the respective Training Programmes' objectives and contents.

The scheme also included the compilation of a Training Portfolio as evidence of participants' learning experience and skills development. Trainees were entitled to a training allowance of 80% of the national minimum wage, while the training service provider received a training assistance of 20% of the national minimum wage for each trainee. At the end of the traineeship period, trainees were referred to the Skills Assessment Board to

be tested in the respective competences. Successful trainees, on passing the test, were awarded a Certificate of Competence denoting that they were competent to execute duties in the respective calling.

Two traineeship schemes, with approximately 52 participants, were organised in the last six months of 2009. Of these, 32 (61.5%) were accepted as the intake was restricted to the number of placements available. The traineeships offered were prompted by employers operating in the casino gaming sector and in office administration. The duration of the traineeship for casino dealers was 26 weeks while that for office procedures was 20 weeks.

## ENTREPRENEURSHIP SCHEME

ETC also received enquiries from unemployed clients for information on the entrepreneurship scheme, called *Ibda Negozju Tiegħek* (INT). This scheme offers unemployed clients support in starting a business as a valid employment option.

In the year under review, three intakes were held, two of which were specifically reserved for the former employees of the Malta Shipyards. There were 25 persons from the former Malta Shipyards who participated in training consisting of a 160 hour training programme. Almost half of these participants started their own business. ■



## TRAINEESHIP SCHEME

The scheme targeted unemployed and low skilled clients and encouraged them to obtain vocational competences and qualifications needed in the labour market.

# THE EUROPEAN EMPLOYMENT SERVICES (EURES)



EURES activities are possible through funds provided by the European Commission for the period April 2009 – March 2010. The local EURES team works towards raising awareness of work opportunities abroad and encourages interested jobseekers to take that extra leap in their career. The EURES team also provides help to EU nationals seeking employment in Malta. EURES Malta also accedes to requests from companies to assist in their local recruitment efforts. In 2009, EURES assisted two foreign companies in the recruitment of local personnel through open days where potential employees were briefed on the job content and employment conditions. More than 80 persons showed interest in working for either of the companies.

EURES advisors also organised other activities to promote foreign job opportunity awareness, namely:

- **Annual EURES Malta Job Fair** held on 27th - 28th March, 2009 where over 500 clients attended.
- **Gozo Information Sessions** held in Gozo on 7th October, 2009, to which new registrants for employment were invited to attend. The information sessions reinforced awareness of the right to Freedom of Movement in the EU and job opportunities existing abroad. Around 110 persons attended the two sessions.
- **Business Breakfast on the occasion of the 15th Anniversary** held on 12th October, 2009 to commemorate the 15th Anniversary of EURES where the target audience included local council representatives and journalists. The business breakfast was opened by the Hon. Minister John Dalli and addressed by MEP Prof. Edward Scicluna and the EURES

Manager of Ireland. This was the first time that a EURES activity targeted journalists and local councils with the underlying objective of raising overall awareness of the potential offered by the EURES network. The activity was well received by participants and it is hoped that this first effort will pave the way for increased awareness and higher participation in future.

- **Information Session for EU Nationals Working in Malta** held on 13th October, 2009, to create awareness of the Maltese culture, history and traditions, social security obligations and benefits, ETC services and training courses and the EURES network. A total of 769 personalised invitations were sent but only 16 persons turned up. Feedback from those who attended showed that topics selected were interesting and fruitful to them.
- A second information session was held on 2nd November, 2009, as part of the opening of Dar l-Ewropa (the offices of the EU Representation and EU Parliament Office in Malta). The topics discussed were a result of feedback obtained from the previous seminar and included information on residence permits, conditions of work, and health benefits. Once again, a personalised invitation was sent to all those who had applied for a work permit during 2009 and to EU citizens registering with ETC. Moreover, an advert promoting the information session was published in the local media.
- **Information Session by Target Group** held on 15th October, 2009, organised specifically for young and adult jobseekers who wished to work abroad. The sessions were held separately and twenty persons attended. A presentation on the EURES services was delivered followed by discussion. Participants were also informed and encouraged to attend the European Job Fair.



# EU AFFAIRS



**During 2009, the European Affairs Unit focused on three main areas, namely:**

- the provision of policy feedback on European and national policy documentation from an employment and training perspective
- the coordination and closure of actions funded by the European Social Fund, the European Globalisation Adjustment Fund and PROGRESS, under the European Community Programme for Employment and Social Solidarity 2007-2013
- ad hoc assistance to ETC Divisions during the implementation of European-funded initiatives

## **POLICY FEEDBACK ON EMPLOYMENT AND TRAINING ISSUES**

The effects of the economic recession featured high on the European agenda in 2009. From a labour market point of view, debates focused on the following areas:

- utilisation of the full potential of the labour force, particularly that of women
- the re-integration of persons furthest from the labour market
- the enhancement of skills of the workforce

Various European fora actively discussed the crisis and the way forward, while, simultaneously, debated the key priorities, governance, working methods, targets and indicators envisaged to form part of the future EU2020 strategy.

In this respect, the European Affairs Unit provided policy feedback to Government Ministries and organisations on documentation put forward in the European Council, the European Parliament, the European Economic and Social Committee and the Committee of the Regions, the Employment Committee and respective sub-groups of the above-mentioned institutions/committees, such as the Social Questions Working Party, EMCO Ad-hoc and Indicators group. The Committees, made up of delegates from each Member State, worked to develop policies and opinions on current and emerging labour market issues, amongst others. ETC management personnel represented Malta on the Employment Committee and its Ad Hoc and Indicators Groups.

The issues most frequently discussed during 2009 included:

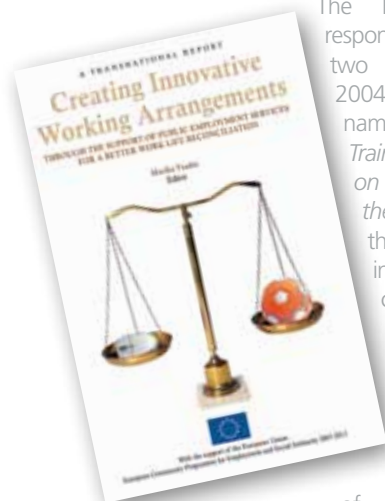
- Labour market inclusion
- Youth empowerment
- The impact of an ageing population in the European Union
- Gender equality and work-life reconciliation as tools to support growth and employment
- Flexicurity
- Skills anticipation and matching
- Lifelong learning
- Education and Training 2020
- Migration and Freedom of Movement of Workers
- Eco-efficient economy and climate change
- European funding mechanisms and regulations

Stabilisation and Association Agreements were also discussed with prospective members of the European Union. The progress achieved was then outlined in relation to actions and targets



identified in the National Reform Programme, a national document which identifies the local commitment to reach the targets of the Lisbon Agenda in the fields of education, training, employment, environment and public finances.

## THE COORDINATION AND CLOSURE OF ACTIONS FUNDED BY THE EUROPEAN SOCIAL FUND, THE EUROPEAN GLOBALISATION ADJUSTMENT FUND AND PROGRESS UNDER THE EUROPEAN COMMUNITY PROGRAMME FOR EMPLOYMENT AND SOCIAL SOLIDARITY 2007-2013



The European Affairs Unit was responsible for the implementation of two ESF-funded projects under the 2004-2006 programming period, namely ESF 31, *Employment and Training Schemes*, and ESF 37, *Study on Job Creation and Job Training in the Environmental Sector*. While these projects were implemented in 2008, closure and on-the-spot checks by the relevant authorities proceeded in 2009.

Similarly, actions co-financed by the European Globalisation Adjustment Fund, targeted at assisting the re-integration of redundant workers following changing global trade patterns during 2008, were processed in 2009 and on-the-spot checks by the respective authorities were carried out during the period under review.

The European Affairs Unit, in cooperation with the Gender Equality Unit, was also involved in the implementation of the European-funded action entitled *Creating Innovative Working Arrangements through the Support of Public Employment Services for a Better Work Life Reconciliation*, co-funded by PROGRESS under the European Community Programme for Employment and Social Solidarity 2007-2013. The objective of the research-based project was the development of innovative strategies enabling Public Employment Services to assist private sector employers in the area of work-life reconciliation. One of the deliverables of the project was the publication of a transnational report incorporating the

findings of studies carried out at a national level by the five partner countries, namely Malta, Cyprus, Iceland, Slovenia and Sweden.

The trans-national report dealt with:

- the concept of work-life reconciliation
- an applied perspective achieved through country findings
- overall research findings
- recommendations for Public Employment Services on how to contribute to enhance work-life balance practices in the private sector

The Swedish partner also produced a best practice report on work-life reconciliation measures and provided practical examples of how this concept was implemented in Sweden. Financial reconciliation of the activities co-financed under the above-mentioned project will proceed in 2010.

## PROJECT SUPPORT

The Corporation implemented a considerable number of European-funded projects during the past five years and will execute others, including two major aid frameworks, in the 2007-2013 programming period. These projects involve extensive and detailed operational procedures, which require considerable technical assistance. The European Affairs Unit has provided, and will continue to provide, the necessary support in the management and implementation of these projects. The support relates to issues concerning financial management and payments, monitoring and reporting, administrative and financial checks, retention of documents and compliance to Community regulations. ■

# PROMOTING EQUAL OPPORTUNITIES AT THE WORKPLACE



## GENDER EQUALITY IN EMPLOYMENT ACTION PLAN 2009-2010

The Gender Equality in Employment Action Plan 2009-2010 was implemented at ETC during 2009. The process entailed in-depth research on gender equality in the sphere of employment and included:

- monitoring of national legislative developments
- identification of barriers to equality in employment
- practical solutions followed in equal opportunity environments
- suggestions which ETC could adopt in addressing gender inequalities through its services and schemes

On 12th June, 2009, EU Commissioner for Employment, Social Affairs and Equal Opportunities Vladimir Spidla visited ETC to launch the campaign to promote female employment. The visit coincided with the presentation of ETC's draft Gender Equality Action Plan 2009-2010 to stakeholders, where several beneficial projects and actions targeting various sectors of the local population were proposed. The proposals accepted from the feedback were incorporated in the Gender Equality Action Plan 2009-2010 document and started being implemented.

ETC also embarked on a comprehensive internal consultation process encouraging suggestions on how it can assist in boosting a higher female participation rate through the take-up of ETC services. The consultation exercise yielded several potential initiatives and focus areas, which after analysis, were later



incorporated in the Gender Equality in Employment Action Plan 2009-2010.

## CHILDCARE SUBSIDY SCHEME INITIATIVE

The ETC Childcare Subsidy Scheme is offered to all parents and legal guardians of small children who avail themselves of childcare services while undergoing training at ETC.

In 2009, ETC embarked on efforts to strengthen this scheme and produced a Guidance Policy for Employment Advisors, Trainers and Training Coordinators. The subsidy was increased from €1.30/hr to €1.50/hr with effect from January, 2010, with the hope of attracting more women into life-long learning, and thereby increasing female participation in the local labour market.



## FACILITATION OF INFORMATION ACCESS

Following the November, 2009, Budget Speech, a synopsis of the measures announced by Government was uploaded onto the gender section of the ETC website. Thus, potential jobseekers, especially women, could absorb information in a simple and straightforward manner on several beneficial measures taken by Government aimed at encouraging more individuals, particularly women, to join the labour force.

## ORGANISATION OF SEMINAR FOR SINGLE MOTHERS

In November, 2009, a seminar was organised for young single mothers who attend the educational programme at Unit *Ghozza* and who are on support services. These single mothers were given practical information on ETC's services and schemes to encourage them to seek employment to improve their current economic status.

Plans are also underway to extend an Empowerment Course to these young single mothers.

The Gender Equality Unit also assisted some victims of domestic violence in finding employment and who were referred to the Unit from *Dar Merhba Bik*.

## PARTICIPATION IN PROJECTS UNDERTAKEN BY OTHER STAKEHOLDERS

ETC is at present participating in a new, EU-funded project headed by the Commission for Domestic Violence entitled 'Dignity for Domestic Violence Survivors'. The project objective is the inclusion of women living with, or escaping from, domestic violence into the labour market.

ETC also plans to participate in a project entitled 'Unlocking the Female Potential' led by the National Commission for the Promotion of Equality (NCPE). Some of the project objectives are to improve access to employment, to increase sustainable participation and progress of women in the labour market, and to reduce gender based segregation in the labour market. NCPE shall be awarding an 'Equality Mark' certificate to certified equal opportunity employers. Additionally, certified organisations shall be promoted locally as a standard for other employers and as an attraction for jobseekers.

## REINFORCING TRAINING INITIATIVES

During 2009, ETC researched how the INT scheme could attract more women into training, and possibly into active employment. As a result, female applicants with family responsibilities were grouped together according to a time more suitable for them, a measure which will hopefully have a positive impact on the success rate of the scheme.

In 2009, the 'Empowerment for Women' course was upgraded to a 'Women for Employment' course to align it more to the 'employment' aspect. This course and the literacy courses were offered at Local Council offices in Malta and Gozo. ETC has also supplementary plans to organise IT courses in Local Council premises equipped with IT laboratories.

Additionally, under the 'Back to Work' programme, training programmes in office skills, retailing, and care of the elderly are being designed to appeal to inactive clients. The entry requirements for enrolment in specific ETC courses were revised and lowered to widen access to those who lacked the necessary academic qualifications, but could still learn new skills to improve their employability. An introductory course to ECDL was also developed to provide an overview of computer literacy and, hence, pave the way for more, in-depth IT courses for interested parties. These efforts were aimed at encouraging an increased take-up of ETC courses by women.

## SUPPORTED EMPLOYMENT

During 2009, ETC sustained its efforts to foster stronger working relationships with Non Government Organisations (NGO's) providing services to disadvantaged groups.

New contacts were made with the Attention Deficit Hyperactivity Disorder Association, St Patrick's Institute, and INSPIRE Foundation (amalgamation of Eden Foundation and Razzett tal-Hbiberija). ETC reinforced its participation in the '16+ Committee', a KNPD initiative to analyse the added services and assistance required by persons with disabilities after reaching the age of 16. ETC is also

# PROMOTING EQUAL OPPORTUNITIES AT THE WORKPLACE

actively participating in the EU-funded ME2 project managed by the Foundation for Social Welfare Services.

## PERSONS WITH DISABILITY

The total number of registered disabled persons was 427 as at the end of 2009. Training was also ongoing during the year, with 134 persons with disability attending ETC training programmes.

During 2009, ETC placed 84 persons with disability in employment. In such an economic environment, this achievement required persistence and good communication channels with employers.



Work exposure schemes and EU-funded programmes also proved essential in obtaining the desired result. A total of 26 persons with disability participated in *Bridging the Gap Scheme*. Half of these participants (13) were among the 84 persons placed in employment.

A further 12 clients participated in other work experience schemes, namely the Job Experience Scheme, the Active Youth Scheme, and the Private Sector Placement Scheme. Out of this group, 5 were placed in employment.

Moreover, 24 persons with disability were placed in employment through the EU-funded Employment Aid Programme. Thus, in total, half the persons placed in employment (42) had participated directly in specific schemes introduced by ETC.

Administratively, a total of 272 clients underwent assessment by a medical doctor to qualify for registration on ETC's disability register. Following qualification onto the disabled persons register, clients were further assessed by a professional occupational therapist to help identify better the abilities of the persons to work.

Direct contact with clients, through one-to-one interviews, helped immensely in obtaining good results. In fact, throughout 2009, no less than 1,204 interviews were conducted.

## OTHER CLIENT GROUPS

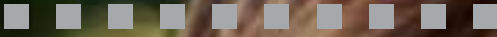
Further interviews were carried out with 1,071 disadvantaged clients, who were profiled and assisted to enrol in an ETC training programme or to find a job. This exercise resulted in placing in employment 84 persons who are ex-substance abusers or former residents of the Corradino Correctional Facility.

Work exposure schemes also proved useful to facilitate integration into employment of disadvantaged clients, with 61 benefiting from the schemes. A further 584 clients were referred to a training course.

The Ex-substance Abuse Monitoring Board continued its work during 2009, and called for interviews 14 clients showing 'reluctance' towards the world of work.

A co-ordinated programme between ETC and the Corradino Correctional Facility resulted in 127 inmates receiving training in various areas in the correctional facility complex itself. ETC was proud to see that the participation rate in the programme doubled from 2008, which led the Corporation to present a set of work-related suggestions to be considered by the Board entrusted with the formulation of a White Paper on 'Restorative Justice'. ■





## SINGLE MOTHERS

Single mothers were given practical information on ETC's services and schemes to encourage them to seek employment to improve their current economic status.

# BUSINESS DEVELOPMENT



**During 2009, the Business Development Division focused on reviewing business processes of key functions and drawing up the corresponding process flowcharts. Furthermore, a control function for EU-funded programmes was developed.**

## INITIATIVES FOR IMPROVEMENT

The unit targeted several areas for improvement, amongst which was the process of handling a missing termination form. Often, employers fail to send a termination form to ETC, creating problems for ex-employees as, in such cases, employees are not in a position to register on Part 1 as their name still shows on their former employer's list. The Division started following a new procedure, referred to as the 'Affidavit Process', whereby ex-employees were provided with a remedy to update employment records still open with ex-employers.

The Division also assisted employers in following the correct procedure when employing minors. To streamline the procedure, ETC worked closely with the Education Division, the Department of Industrial and Employment Relations, the Occupational Health and Safety Authority and the Department of Social Security. ETC has prepared one form incorporating the legal authorisations required for employers to recruit minors. The form will be incorporated in the procedure during 2010.

In an attempt to reduce further postage costs and improve the service to employers, ETC designed an SMS gateway through which employers can receive an acknowledgment for engagement and termination forms via SMS instead of by email. This new system is planned for implementation in 2010.

Coordination with the Malta Information Technology Agency (MITA) and the Inland Revenue Department (IRD) continued in an effort to launch the ETC-IRD web-portal. This portal will host all information required by both the IRD and ETC to reduce the administrative burden on employers who are, at present, requested to submit different forms with a lot of duplicated information.

Work was also carried out on the exchange of information between ETC and the Trade Licensing Department to share information on persons granted a trade licence. This will reduce the administrative burden of the licensee to submit again his/her details to ETC.

During 2009, ETC processed, on average, 12,000 forms (engagement and termination) on a monthly basis, 30% of which originated from the ETC website.

During the same period, a verification project on the human resources information database was initiated to check occupation codes. This work involved the individual checking of over 175,000 active records to streamline occupation codes based on designations submitted by employers. By December, 2009, the project had progressed 80% of the way, with over 31,700 records marked for modification.

An analysis of over 300 engagement forms received from employers for persons under 16 resulted in some being sent back to employers to regularise the employers' position through a risk assessment and obtain clearance from DIER.

The Labour Market Information Unit published monthly unemployment statistics through the National Statistics Office. A

further approximate 550 requests for information from students, public entities, research units and Parliamentary Questions were also handled.

The Labour Market Information Unit continued to develop and update the Functional Balanced Scorecard system to provide insight into the overall performance achievement of the respective Divisions. The system was re-evaluated in line with other statistical information collected internally for monitoring purposes and results were compiled and compared with indicators. Furthermore, the National Reform Programme indicators relating to local employment for 2008 were compiled and dispatched to the European Commission.

In conjunction with MCAST, the data of MCAST school leavers as at the end of June, 2009, was analysed to determine their direction after leaving school. Those students whose data could not be traced as jobseekers or employed were contacted and offered ETC training courses to improve their employability prospects. This tracer study is consistently carried out on a quarterly basis with efforts not to lose track of students.

## IT SUPPORT

ETC constantly deals with customer information. Thus, its services rely heavily on computerised information and processes, making its IT systems the operational heart of the organisation.



The ever-increasing number of services offered and addition in personnel and processes resulting from new EU projects led to an exponential increase in demand on the IT infrastructure. Thus, ETC embarked on a project to improve its network infrastructure. Several hardware upgrades were implemented to handle the surge in network traffic owing to the increased number of users and demand on network applications. Moreover, application response at the user's end also experienced a marked improvement through this initiative.

Hardware improvements were further complemented by an upgrade of internal applications used by employees. In 2009, major projects included an upgrade of ETC's vacancy and matching system to improve the quality of matching and allow greater flexibility, an application for processing of EAP applications to improve internal operating efficiency, a law enforcement software system, and an application to allow communication with customers via SMS.

## OTHER ACTIVITIES

The Business Development Division assisted the Employment Licences Unit (sometimes referred to as the 'Work Permits Unit') and the Apprenticeship Schemes Section to improve their business processes. The exercise included design and implementation of process flowcharts, supported through updates of forms as required.

Considerable assistance was provided to the Employment Licences Unit in the introduction of the Provisional Employment Licence awarded to EU applicants, following the necessary initial routine checks. The provisional licence allows the employee to start working for the applicant organisation immediately. Together with the facility of submitting licence applications at any of the ETC Job Centres in various localities, this initiative registered a marked improvement in the service provided by ETC to its clients coming from EU countries. ■

# MONITORING AND EVALUATION FUNCTION



## EVALUATION OF BASIC SKILLS COURSES

Evaluation of the 'Basic Skills Courses' project continued during 2009, with the main findings presented to Management. The study focused mainly on Job Skills, Maltese Literacy and Microsoft Digital Literacy Curriculum courses. Jobseekers' evaluation and feedback also demonstrated overall satisfaction with the course organisation, trainers, teaching method, and learning environment.

## EVALUATION OF USE OF ETC WEBSITE

The Unit conducted a telephone survey on the use of the ETC website aimed at measuring employers' use of the site for recruitment purposes. The survey covered areas pertaining to recruitment processes, the use of internet by local organisations for

recruitment purposes, and suggestions on potential improvement of ETC's services and website.

Fieldwork among 350 employers was carried out and preliminary findings showed that, overall, employers were generally satisfied with the ETC website. However, they were less satisfied with information submitted by jobseekers registered on the site. Employers claimed that information was not always accurate and up to date, and that not all jobseekers were really interested in finding a job or alternative employment.

## ASSISTANCE ON THE APPRENTICESHIP SURVEY

The Monitoring and Evaluation Unit provided assistance to the Training Services Division by analysing the data of a survey conducted by the Apprenticeship Section itself. Results of the survey were compared with findings of a similar study conducted in 2004. Some of the main findings were:

- employers were satisfied with the service offered by the Corporation
- apprentices were retained by the majority of employers on completion of the scheme

The assistance offered by ETC at recruitment stage and on-the-spot monitoring of apprentices were highlighted as potential areas for improvement.





## EU-FUNDED PROGRAMMES CONTROL UNIT

For the first time, the Managing Authority for the EU Cohesion Policy 2007-2013 designated ETC to act as the Intermediate Body for the Employment Aid Programme (EAP) and the Training Aid Framework (TAF). In order to comply with these delegated tasks, a Control Unit within the Business Development Division was set up.

The Control Unit proved instrumental in aligning various aspects of programme management and implementation to comply with National and EU regulations. Multiple, logically-structured checklists were designed and implemented at different stages of the project life cycle, namely:

- Eligibility of applicants and participants
- Monitoring
- Reimbursement
- Management verifications
- Financial control



Regulatory compliance was integrated in the checklists, which served to structure, streamline, and simplify the project implementation phase, improving business processes, procedures and practices.

The exercise also served a secondary, but important, function through the achievement of a shared understanding and interpretation of rules and regulations. Frequent technical meetings were held, resulting in updates and guidance directives issued to best fit both practical implementation and regulatory compliance of the aid schemes. Technical support and guidance were also constantly provided to queries from Project Leaders, Project Coordinators, Administrators, Monitoring Officers and Evaluators.

Considerable time was invested to identify potential improvements to eligibility criteria and clarifications of conditions/instructions in the relative programme guidelines. Extensive support was provided by the Unit to translate practical improvements into formal proposals for amendments and supporting presentations delivered to Management, Board of Directors, and Intermediate Body Steering Committee meetings, prior to their final submission to the Monitoring Committee and the Managing Authority for approval and endorsement.

The Unit participated actively in the development of an in-house computerised programme to assist in the operation of the EAP programme, including the integration of automation of several manual operations, aimed at improving efficiency, accuracy, and effectiveness.

Also significant was the Unit's contribution to standardisation of common aspects of aid scheme requirements from beneficiaries, such as standardised Declaration Forms, Delegation of Authority Forms, Attendance Sheets, Reimbursement Request Forms, and Undertaking Size Declarations.

## EVALUATION OF APPLICATIONS FOR EU-FUNDED AID PROGRAMMES

The uptake of the EAP and TAF schemes was beyond ETC's expectations. Therefore, four full-time EU Schemes Application evaluators were recruited in November, 2009, to cope with the evaluation of applications for both schemes. The Control Unit was entrusted with the design and delivery of an intensive ten-day technical and practical training programme for the newly recruited evaluation personnel. The setting up of this Unit led to a significant reduction in the processing time of applications for eligibility. ■

# EMPLOYMENT LICENCES



During 2009, the administration of the Employment Licences Unit was strengthened and a review of work processes undertaken. This resulted in efforts for operations to be as user friendly as possible. Initiatives ranged from the compilation of guidelines regarding the application for employment licences and uploading of these guidelines, and all relevant legislation, onto the ETC website. It is envisaged that these initiatives will be implemented in 2010.

During 2009, a total of 11,841 requests for the issue of employment licences were processed. The history and status of employment licences in 2009 are shown in Table 8.

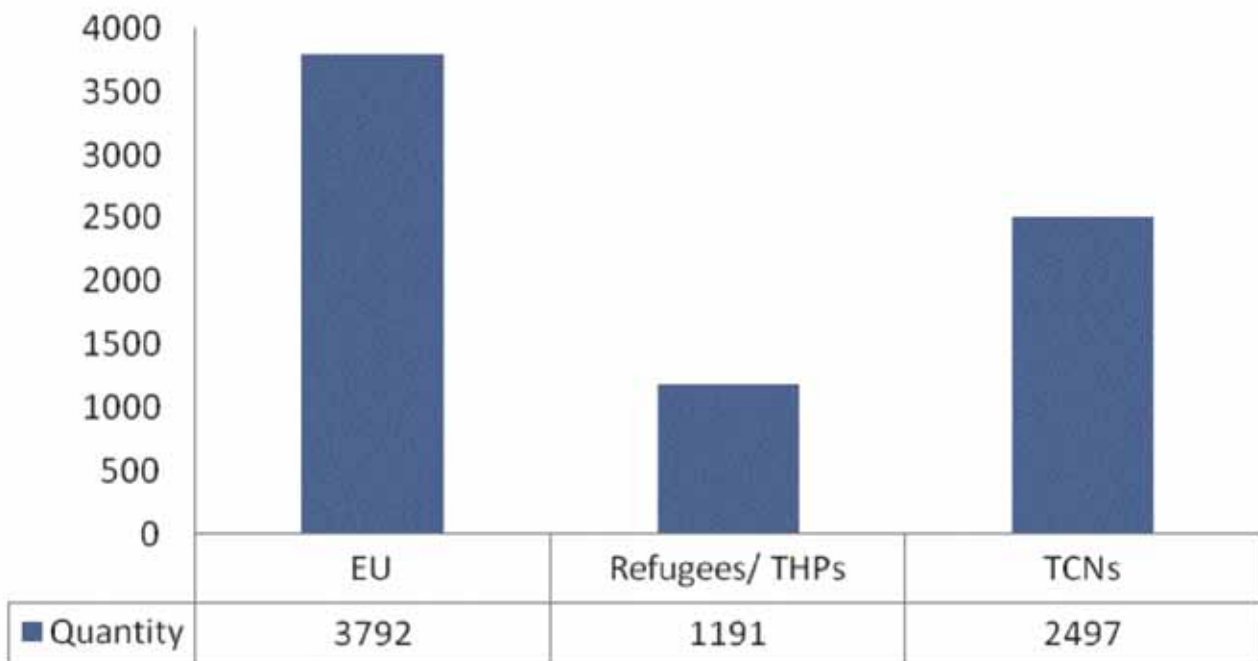
Employment licences have a 'moving' history. Whilst some are issued, others are cancelled or expire. At the end of 2009, there were 7,480 active permits in vigore, representing a 17.9% decrease over the number of active permits at the beginning of the year.

**TABLE 8 - HISTORY AND STATUS OF EMPLOYMENT LICENCES IN 2009**

Active permits on 1st January, 2009		9,110
New permits issued in 2009	3,652	
Renewal permits issued in 2009	3,805	7,457
Total of active permits + permits issued		16,567
<b>LESS</b>		
Cancelled permits in 2009	861	
Expired new permits in 2009	5,140	
Expired renewal permits in 2009	3,086	
<b>Total inactive permits in 2009</b>		<b>9,087</b>
Active Permits as at 31st December, 2009		7,480

FIGURE 5

## Composition of Work Permits - 2009



The composition of these 7,480 active permits is shown in Fig 5.

Out of a total of 7,480 active permits as at the end of December, 2009, 3,792 were permits issued to EU and EEA nationals and 1,191 permits were issued to refugees, persons having the status of a 'temporary humanitarian protection' (THP's) and asylum seekers, whose request for asylum was approved. Thus, a total of 4,983 (66.62%) of the total number of licences issued, were granted automatically, following current legislation.

The balance, 2,497 (33.39%) of the total number of active permits, were issued to Third Country Nationals (TCN's) after local market and stakeholder considerations. At the end of 2009, the active permits issued to TCN's represented 1.74% of the 143,827 persons in active employment in Malta.<sup>3</sup> ■

<sup>3</sup> According to ETC data, the active workforce for December, 2009 stood at 143,827 persons.

# HUMAN RESOURCES AND CORPORATE SOCIAL RESPONSIBILITY



## STAFF TRAINING AND DEVELOPMENT

Several training courses and programmes were attended by employees in niche areas, namely assessing return on investment in training, thinking skills, delivering presentations, overcoming the challenges of globalisation through creative leadership, management of innovation, budgeting, and first aid.

On a corporation-wide level, encouragement for self-development continued to be re-enforced and the number of Corporation personnel already qualified at tertiary degree level now stands at 72, which accounts for 34% of the workforce.

## HEALTH AND SAFETY AT THE WORKPLACE

The Health and Safety Committee completed an audit of the office block incorporating the Employment Services Division and the Employment Licences Unit, as well as on ETC's Childcare Centre. An energy audit was also carried on ETC's premises.

Several measures were taken to promote a greener environment at the Corporation. The Health and Safety helpdesk, set up last year for staff who would like to discuss their health and safety concerns, helped to address these issues in a timelier manner. To increase further health and safety awareness, the Corporation started uploading a health and safety newspaper on its intranet. Furthermore, the Fire Drill system is being set up progressively to adhere to Health and Safety legislation, while a First Aid Room at the Training Complex and a colour coded key press at the Security Guard Room are now fully functional.

## CORPORATE SOCIAL RESPONSIBILITY ACTIVITIES

As part of its corporate social responsibility activities, ETC maintained its tradition of organising a blood donation event at its premises at Hal Far. The response was very encouraging.



ETC Management and staff were also active in internal fundraising campaigns to support good causes organised by local NGOs, namely Puttinu Cares and the Ursuline Crèche. Moreover, a group of employees once again participated in the swimming marathon organised by INSPIRE Foundation and a voluntary work day was held at St. Joseph Home in Santa Venera. ETC staff carried out much needed maintenance work, including internal decoration and a general clean-up at the boys' home.





## STAFF WELFARE

In its quarterly e-newsletter to staff, the Human Resources Unit covered articles on staff members' interests, training activities, music from the local scene, culture, interviews with selected staff members, a comic strip, a culinary recipe, a sports column, 'Heard in the Hive' column regarding ETC staff, scientific excerpts from journals and photos of past ETC staff members as well as other events. All newsletters are available on the Corporation's intranet.

## CHILDCARE CENTRE

An embellishment programme was carried out at the ETC Childcare Centre, 'Il-Passju'. Several efforts were made to ensure that the place meets the highest safety standards. Books and games appropriate for children were also purchased.

The Childcare Centre audit report compiled by the Ministry for Social Policy mentioned a number of areas for improvement which were satisfactorily addressed during 2009. In fact, following an audit inspection, the auditors were pleased with the action taken to date, including the purchase of an insurance cover for all childcare centre users. ■



# FINANCIAL SERVICES



**The Financial Services Division sustained its continuous support in tender processes, including providing assistance in the formulation of tender documentation, administration of tendering procedures in accordance with the public procurement regulations and archiving of tender documents.**

During 2009, 33 tenders co-funded from EU funds, namely ESF, ERDF and EURES, and 14 tenders funded by the Corporation were issued. The global value of tenders awarded during the period amounted to over €3 million.

Support was further provided to tender adjudicating committees, including preparation of relevant reports for approval by ETC's Board of Directors. ■



## TENDERS CO-FUNDED FROM EU FUNDS

During 2009, 33 tenders co-funded from EU funds, namely ESF, ERDF and EURES, and 14 tenders funded by the Corporation were issued. The global value of tenders awarded during the period amounted to over €3 million.

# PUBLIC RELATIONS AND MARKETING



**During 2009, ETC implemented several EU-funded projects, each with its own marketing campaign outsourced to an external advertising agency selected through public tendering. ETC adopted a proactive role by liaising continuously with the selected agencies to ensure that the message was correctly formulated and channelled to the appropriate target audiences. The Public Relations and Marketing Unit also monitored the campaigns to ensure adherence to the terms of reference and tender obligations.**

In the past year, ETC developed stronger links with its clients who were regularly informed through email of its initiatives, namely, employment exposure schemes and training programmes. Direct marketing has proven to be the most cost-effective way to reach these clients.

Other marketing methods, including TV and radio, were employed to reach different target audiences, including jobseekers, inactive persons and workers looking for an alternative or second job. The campaigns covered:

- the apprenticeship programme
- promotion of job fairs
- recruitment drives organised by ETC
- the Employment Aid Programme
- the Training Aid Framework
- the Employability Programme

Other methods used were direct text messaging services. This method has been considered particularly effective with the 16 – 35 age cohort.

The media were invited to cover various ETC events considered of public interest, while 16 press releases were sent with information on various initiatives. These were usually given prominence in local newspapers.

The Public Relations and Marketing Unit also handled several queries from journalists in a timely manner, while several articles were written on ETC's major schemes and initiatives. Furthermore, a set of weekly informative articles of interest to small and medium sized enterprises were also published in a local newspaper.



Audio visual media exposure was substantial, with 2,415 radio and television spots aimed at employers, jobseekers, youth and the general public. Interviews on local radio and TV programmes were organised to promote various activities, with particular importance given to local community radio stations, especially in areas considered to have high unemployment. ETC felt that this



was a very effective way of reaching special target groups usually loyal to such programmes.

Printed media exposure was also substantial, with 262 adverts focusing mainly at particular target markets and published in all newspapers and major magazines throughout the year. Furthermore, several publications were produced promoting initiatives and services. Street billboards were also set up in major arterial roads as part of different marketing campaigns.

In collaboration with the Deaf Association, all ETC DVD's now include sign language interpretation. Information sessions for deaf clients were organised in conjunction with the Deaf Association, utilising the services of a sign language interpreter.

At the end of 2009, with a view for providing better customer service, boxes containing customer feedback forms were installed at various customer contact points to encourage the public to send its feedback. ■



# APPENDIX 1

## PROFILE OF TRAINEES ATTENDING ETC TRAINING PROGRAMMES IN MALTA FINANCIAL YEAR JANUARY 2009 - DECEMBER 2009

TRAINING PROGRAMME TITLE	Total	Gender		Age Groups			
	Number of Trainees	Males	Females	16 - 24	25 - 39	40 - 54	55 +
<b>BASIC SKILLS</b>							
Basic Manufacturing Techniques	11	4	7	3	7	1	0
English Literacy - Level A (Basic)	76	61	15	15	35	19	7
English Literacy - Level B (Elementary)	56	39	17	15	27	12	2
English Literacy - Level C (Pre-Intermediate)	21	16	5	4	8	7	2
English Literacy - Level D (Lower Intermediate)	17	14	3	6	8	3	0
English Literacy - Level F (Advanced)	10	6	4	2	8	0	0
Maltese Literacy - Level 1 (Basic)	130	121	9	6	40	46	38
Maltese Literacy - Level 2 (Basic)	74	71	3	5	26	20	23
Maltese Literacy - Level 3 (Basic)	38	36	2	4	12	11	11
Maltese Literacy - Level 4 (Advanced)	23	19	4	2	8	8	5
Maltese Literacy - Level 5 (Advanced)	6	6	0	0	3	2	1
Maltese Literacy - Level 6 (Advanced)	5	4	1	0	2	3	0
Maltese Literacy for Foreigners	45	28	17	8	18	17	2
Microsoft Digital Literacy	611	381	230	58	280	190	83
Soft Skills	137	77	60	48	62	15	12
<b>Sub Total</b>	<b>1260</b>	<b>883</b>	<b>377</b>	<b>176</b>	<b>544</b>	<b>354</b>	<b>186</b>
<b>JOB SKILLS</b>							
Empowerment Skills for Women	11	0	11	0	2	9	0
Job Club	95	69	26	37	55	3	0
Job Search	1115	811	304	390	210	403	112
Job Skills	316	231	85	72	91	136	17
<b>Sub Total</b>	<b>1537</b>	<b>1111</b>	<b>426</b>	<b>499</b>	<b>358</b>	<b>551</b>	<b>129</b>

TRAINING PROGRAMME TITLE	Total	Gender		Age Groups			
	Number of Trainees	Males	Females	16 - 24	25 - 39	40 - 54	55 +
<b>IT COURSES</b>							
Advanced ECDL - AM3 - Word Processing	9	7	2	4	3	2	0
Advanced ECDL - AM4 - Spreadsheets	10	5	5	4	4	2	0
Advanced ECDL - AM5 - Databases	9	7	2	2	5	2	0
Advanced ECDL - AM6 - Presentations	19	9	10	6	9	4	0
ECDL Modules 1 to 7 (All Modules)	241	137	104	73	97	54	17
ECDL Modules 2, 3 and 4	47	24	23	9	21	10	7
ECDL Modules 2, 3, 4 and 7	56	18	38	19	35	2	0
My Web	59	18	41	0	4	17	38
My Web +	38	14	24	0	0	7	31
Sage Line 50 - Level 1	57	20	37	26	12	14	5
Sage Line 50 - Level 2	18	8	10	8	5	3	2
<b>Sub Total</b>	<b>572</b>	<b>271</b>	<b>301</b>	<b>152</b>	<b>202</b>	<b>118</b>	<b>100</b>
<b>OFFICE SKILLS</b>							
Basic Sales Techniques	80	26	54	57	12	11	0
Freight and Shipping	22	11	11	6	9	5	2
Marketing	24	9	15	9	10	4	1
Office Practice (Office Skills) - Level 1	47	6	41	25	10	11	1
Office Practice (Office Skills) - Level 2	20	2	18	10	4	5	1
Store Keeping Skills	110	101	9	37	26	34	13
Travel Agency and Airline (Basic)	23	4	19	10	9	2	2
Travel Agency and Airline (Standard)	16	3	13	8	5	3	0
<b>Sub Total</b>	<b>342</b>	<b>162</b>	<b>180</b>	<b>162</b>	<b>85</b>	<b>75</b>	<b>20</b>
<b>HOSPITALITY SKILLS</b>							
Basic Bar Operations	26	17	9	8	10	7	1
Food Handling Category 'B'	518	300	218	209	141	138	30
<b>Sub Total</b>	<b>544</b>	<b>317</b>	<b>227</b>	<b>217</b>	<b>151</b>	<b>145</b>	<b>31</b>

# APPENDIX 1

## PROFILE OF TRAINEES ATTENDING ETC TRAINING PROGRAMMES IN MALTA FINANCIAL YEAR JANUARY 2009 - DECEMBER 2009

TRAINING PROGRAMME TITLE	Total	Gender		Age Groups			
	Number of Trainees	Males	Females	16 - 24	25 - 39	40 - 54	55 +
<b>GENERAL COURSES</b>							
Customer Care ADT	312	286	26	57	110	100	45
Dangerous Goods Driver 'A'	59	59	0	5	27	21	6
Dangerous Goods Driver 'B'	18	18	0	1	6	11	0
Dangerous Goods Driver 'D'	3	3	0	0	1	2	0
Fire Awareness	8	8	0	0	4	3	1
Private Guard	66	53	13	18	15	19	14
Private Guard (Refresher course)	379	314	65	47	120	170	42
<b>Sub Total</b>	<b>845</b>	<b>741</b>	<b>104</b>	<b>128</b>	<b>283</b>	<b>326</b>	<b>108</b>
<b>TRADE COURSES</b>							
Basic CNC	5	5	0	0	2	3	0
Basic Electronics Engineering Skills	11	11	0	3	7	1	0
Carpentry and Joinery	29	29	0	10	11	6	2
Domestic Installations - Licence 'A'	56	53	3	22	23	9	2
Electrician's Mate - Basic	42	41	1	19	15	5	3
Electronics Servicing - Basic Principles	4	4	0	2	1	1	0
Electronics Servicing - Level 2	14	13	1	5	7	2	0
Electronics Servicing - Level 3	8	8	0	0	4	3	1
Gardening	17	16	1	1	7	8	1
Handling of Power Tools in Electrical and Plumbing Installations	5	5	0	0	2	2	1
Metal Machining - Level 1	10	10	0	3	2	3	2
Metal Machining using Conventional Machinery (Lathes and Milling)	13	12	1	0	4	8	1
Plastering (including graffiato)	6	6	0	4	2	0	0
Refrigeration and Air Conditioning	42	41	1	9	15	16	2
Shutter Form Work	12	12	0	6	5	0	1
Spray Painting (Vehicles)	23	23	0	11	7	4	1
Spray Painting (Wood)	18	17	1	3	6	7	2
Steel Fixing	5	5	0	2	2	0	1
<b>Sub Total</b>	<b>320</b>	<b>311</b>	<b>9</b>	<b>100</b>	<b>122</b>	<b>78</b>	<b>20</b>

TRAINING PROGRAMME TITLE	Total	Gender		Age Groups			
	Number of Trainees	Males	Females	16 - 24	25 - 39	40 - 54	55 +
<b>FOUNDATION TECHNICAL COURSES</b>							
Engineering Skills (City and Guilds)	9	8	1	5	2	1	1
Foundation in Electrical Engineering	4	4	0	1	2	1	0
Foundation in Electronics Engineering	9	9	0	1	3	5	0
Foundation in Health and Safety	15	11	4	2	4	9	0
Foundation in Mechanical Engineering	6	6	0	2	4	0	0
Surveying Techniques	20	19	1	2	7	11	0
VRT Testing - Class II	15	14	1	7	6	2	0
VRT Testing - Class III	7	7	0	3	3	1	0
<b>Sub Total</b>	<b>85</b>	<b>78</b>	<b>7</b>	<b>23</b>	<b>31</b>	<b>30</b>	<b>1</b>
<b>BUSINESS AND MANAGEMENT DEVELOPMENT COURSES</b>							
Business Ethics	4	3	1	0	2	2	0
Customer Care	17	6	11	2	7	6	2
Leadership Development	6	4	2	0	5	1	0
Time Management	8	2	6	2	3	2	1
Train the Trainer	68	46	22	10	29	21	8
<b>Sub Total</b>	<b>103</b>	<b>61</b>	<b>42</b>	<b>14</b>	<b>46</b>	<b>32</b>	<b>11</b>
<b>CARE WORKERS SKILLS</b>							
Care Workers with the Elderly	35	3	32	5	10	19	1
<b>Sub Total</b>	<b>35</b>	<b>3</b>	<b>32</b>	<b>5</b>	<b>10</b>	<b>19</b>	<b>1</b>
<b>MALTA TOTAL</b>	<b>5643</b>	<b>3938</b>	<b>1705</b>	<b>1476</b>	<b>1832</b>	<b>1728</b>	<b>607</b>

# APPENDIX 1

## PROFILE OF TRAINEES ATTENDING ETC TRAINING PROGRAMMES IN GOZO FINANCIAL YEAR JANUARY 2009 - DECEMBER 2009

TRAINING PROGRAMME TITLE	Total	Gender		Age Groups			
	Number of Trainees	Males	Females	16 - 24	25 - 39	40 - 54	55 +
<b>BASIC SKILLS</b>							
Microsoft Digital Literacy	30	11	19	5	9	10	6
<b>Sub Total</b>	<b>30</b>	<b>11</b>	<b>19</b>	<b>5</b>	<b>9</b>	<b>10</b>	<b>6</b>
<b>JOB SKILLS</b>							
Job Search	65	40	25	48	17	0	0
Job Skills	128	85	43	42	49	33	4
<b>Sub Total</b>	<b>193</b>	<b>125</b>	<b>68</b>	<b>90</b>	<b>66</b>	<b>33</b>	<b>4</b>
<b>IT COURSES</b>							
Advanced ECDL - AM4 - Spreadsheets	19	12	7	6	7	5	1
ECDL Module 4 - Spreadsheets	10	5	5	4	5	1	0
ECDL Modules 1 to 7 (All Modules)	10	4	6	4	3	3	0
ECDL Modules 2, 3, 4 and 7	10	6	4	5	1	4	0
Microsoft Digital Literacy (Basic)	25	18	7	5	11	6	3
Sage Line 50 - Level 1	20	8	12	5	8	4	3
Sage Line 50 - Level 2	1	0	1	0	0	1	0
<b>Sub Total</b>	<b>95</b>	<b>53</b>	<b>42</b>	<b>29</b>	<b>35</b>	<b>24</b>	<b>7</b>
<b>OFFICE SKILLS</b>							
Storekeeping Skills	20	16	4	6	7	7	0
<b>Sub Total</b>	<b>20</b>	<b>16</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>0</b>
<b>HEALTH AND SAFETY SKILLS</b>							
Basic Life Support	47	28	19	13	21	12	1
Fire Fighting and Awareness	71	52	19	18	32	19	2
Foundation Course in Health and Safety	51	38	13	18	18	13	2
Hazard Analysis and Critical Control Point Principals (HACCP)	42	29	13	19	13	10	0
Health and Safety	40	27	13	15	14	11	0
<b>Sub Total</b>	<b>251</b>	<b>174</b>	<b>77</b>	<b>83</b>	<b>98</b>	<b>65</b>	<b>5</b>



TRAINING PROGRAMME TITLE	Total	Gender		Age Groups			
	Number of Trainees	Males	Females	16 - 24	25 - 39	40 - 54	55 +
<b>HOSPITALITY SKILLS</b>							
Customer Care	60	37	23	21	21	17	1
Food Handling Category 'B'	158	82	76	41	55	49	13
<b>Sub Total</b>	<b>218</b>	<b>119</b>	<b>99</b>	<b>62</b>	<b>76</b>	<b>66</b>	<b>14</b>
<b>GENERAL</b>							
Customer Care ADT	53	35	18	7	21	15	10
Private Guard (Refresher course)	37	36	1	8	23	6	0
<b>Sub Total</b>	<b>90</b>	<b>71</b>	<b>19</b>	<b>15</b>	<b>44</b>	<b>21</b>	<b>10</b>
<b>BUSINESS AND MANAGEMENT DEVELOPMENT COURSES</b>							
Managing Time	74	52	22	26	24	20	4
Managerial and Supervisory Skills	27	13	14	2	12	12	1
Leadership	57	44	13	20	18	16	3
First Line / Middle Management	16	9	7	4	7	4	1
<b>Sub Total</b>	<b>174</b>	<b>118</b>	<b>56</b>	<b>52</b>	<b>61</b>	<b>52</b>	<b>9</b>
<b>TRADE SKILLS</b>							
Carpentry and Joinery	7	7	0	4	1	2	0
Stained Glass	9	9	0	2	5	2	0
Welding	8	8	0	2	5	1	0
Wrought Iron	7	7	0	3	3	1	0
<b>Sub Total</b>	<b>31</b>	<b>31</b>	<b>0</b>	<b>11</b>	<b>14</b>	<b>6</b>	<b>0</b>
<b>TOTAL GOZO</b>	<b>1102</b>	<b>718</b>	<b>384</b>	<b>353</b>	<b>410</b>	<b>284</b>	<b>55</b>
<b>GRAND TOTAL MALTA AND GOZO</b>	<b>6745</b>	<b>4656</b>	<b>2089</b>	<b>1829</b>	<b>2242</b>	<b>2012</b>	<b>662</b>

# APPENDIX 1

## PROFILE OF TRAINEES ATTENDING ETC TRAINEESHIP AND ENTREPRENEURSHIP SCHEMES FINANCIAL YEAR JANUARY 2009 - DECEMBER 2009

TRAINING PROGRAMME TITLE	Total	Gender		Age Groups			
	Number of Trainees	Males	Females	16 - 24	25 - 39	40 - 54	55 +
<b>TRAINEESHIP SCHEME</b>							
Casino Gaming Staff	32	14	18	26	3	3	0
<b>GRAND TOTAL</b>	<b>32</b>	<b>14</b>	<b>18</b>	<b>26</b>	<b>3</b>	<b>3</b>	<b>0</b>
<b>ENTREPRENEURSHIP SCHEME</b>							
<b>GRAND TOTAL</b>	<b>67</b>	<b>63</b>	<b>4</b>	<b>2</b>	<b>32</b>	<b>29</b>	<b>4</b>

PROFILE OF CLIENTS PLACED AND TRAINED BY ETC  
(JANUARY - DECEMBER 2009)

	Gender		Age Groups				Long-term Unemployed and Very Long-term Unemployed	Persons with disability	Special Cases			
	Males	Females	Total	16-24 years of age	25-39 years of age	40-54 years of age			55+ years of age	Ex-convicts	Ex-substance abusers	Social Cases
Placed in employment	2,215	1,812	<b>4,027</b>	2,132	1,199	573	123	76	84	18	44	22
<b>Utilisation of schemes:</b>												
Employment Aid Programme	197	148	<b>345</b>	179	70	81	15	11	24	1	1	2
Job Experience Scheme	154	125	<b>279</b>	279	--	--	--	23	4	1	2	0
Bridging the Gap Scheme	61	9	<b>70</b>	18	35	16	1	--	26	16	18	10
Active Youth Scheme	4	4	<b>8</b>	8	--	--	--	2	1	1	--	1
Work Start Scheme	0	1	<b>1</b>	--	1	--	--	--	--	--	--	--
Work Trial Scheme	46	55	<b>101</b>	85	13	1	2	5	3	1	--	2
Private Sector Placement Scheme	27	11	<b>38</b>	38	--	--	--	13	4	2	2	1
Community Work Scheme (for the VLTU only)	108	7	<b>115</b>	1	49	65	0	115	--	--	--	--
Trained through mainstream courses	4,656	2,089	<b>6,745</b>	1,829	2,242	2,012	662	903	134	0	0	105
Trained at the Corradino Correctional Facility	127	0	<b>127</b>	2	114	11						
Traineeship Schemes (trainees enrolled)	14	18	<b>32</b>	26	3	3	0	--	--	--	--	--
INT Entrepreneurship Scheme (applicants)	63	4	<b>67</b>									
<b>Apprenticeship Schemes:</b>												
Technician Apprenticeship Scheme (TAS)	378	56	<b>434</b>									
Extended Skill Training Scheme (ESTS)	191	46	<b>237</b>									







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