



# Occupational Handbook

2018

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# Introduction



# Overview of the Occupational Handbook

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The Occupational Handbook is a source of information related to 246 occupations found in the Maltese labour market. Jobsplus administers data on the country's workforce pertaining to over 600 occupations. As at 2016, 246 occupations comprised over 90 percent of all employees (i.e. employed excluding self-employed) and over 80 percent of the employed. These 246 occupations were selected to form part of the Occupational Handbook and the information detailed in this handbook was obtained by means of desk-based research, online questionnaires and consultation meetings with various sectorial stakeholders, making it unique to Malta and the needs of the Maltese economy.

The scope of the Occupational Handbook is to enable jobseekers and job-changers to make informed decisions regarding their employment prospects. This transcends mere qualifications and includes information about skills, qualities and personal attributes demanded by the labour market.

This tool will be used by career guidance practitioners, guidance teachers and training officials in their professional practice to identify the main areas of development and future trends of the labour market and subsequently guide pupils and students on the requirements needed to access specific occupations. The Occupational Handbook will also serve employers to gauge the profile of their workforce and compare it with current benchmarks to exercise upskilling, if required and utilise established benchmarks in their recruitment process.

Other relevant stakeholders such as policy makers, social partners and researchers will benefit from the information provided in the handbook to design better policies.

# Building the Occupational Handbook

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The Occupational Handbook was developed using a parallel data collection approach, involving desk-based research and stakeholders' consultation meetings. The data collected was triangulated to create convergence validity.

The consultation process consisted of three main pillars:

- **Selection of Stakeholders:** This involved selecting the right profile of stakeholders who represented a specific sector or were employers who deal with more than one occupational group. This was done in order to validate the Occupational Sheets developed in the desk-based research phase. Twenty five sectors were identified according to their NACE classification (statistical classification of economic activities in the European Community).
- **Validation Process 1:** This involved ensuring that the occupational sheet was a true representation of the occupation, the sector within which it was categorised and the context. An online validation questionnaire helped increase the reach and coverage of stakeholders in a structured and standardised manner. Various state institutions were sent 266 validation questionnaires with a response rate of 67 percent. 468 validation questionnaires were sent to social partners with a response rate of 60 percent. The highest number of validation questionnaires, namely 610, were sent to employers and job holders (self-employed persons) and the response rate was 59 percent.
- **Validation Process 2:** This involved using a mix of online and face-to-face stakeholder and employer consultation meetings. Stakeholders and employers were invited to attend various consultation meetings to contextualise, verify and validate the emerging desk-based research content. The consultation meetings also served to identify the reasons for gaps established subsequent to Validation Process 1 and to obtain information related to the occupation which reflects the local context. Face-to-face interviews and phone interviews amounted to 7. 127 participants attended the 25 consultation meetings which were conducted. Each consultation meeting represented a different sector.





## Structure and format of the handbook

The Occupational Handbook is organised in a four-level hierarchically structured classification. The 246 occupational sheets form the most detailed level of the classification structure and are aggregated by the International Standard Classification of Occupations (ISCO-08), based on similarities at skill level required for the jobs. However, the classification used is tailored to meet national requirements and contexts.

### Coding

The coding of the Occupational Sheets in this Handbook is based on ISCO-08's four-tiered hierarchical arrangement of occupational groups with successive levels of disaggregation:

- **Major categories:** Each broad occupational category has a unique one-digit code number.
- **Sub-Major groups:** Each sub-major group is subsequently assigned a unique two-digit code number and is composed of one or more minor groups. The first digit of this code indicates the major category to which the sub-major group belongs.
- **Minor groups:** Each minor group consists of a unique three-digit code number. The first two digits of this code indicate the major group and sub-major group to which the minor group belongs.
- **Occupational Sheet (Unit Group)<sup>1</sup>:** Each occupational sheet has a four-digit Occupation Code.

<sup>1</sup> This handbook makes use of the term Occupational Sheet rather than Unit Group.

An example of such coding is provided in Table 1.

Coding	Group-Type	Definition
1 Managers	Major Group	The major group category code, designated by a single digit, is repeated at all levels.
11 Chief Executives, Senior Officials and Legislators	Sub-Major Group	Sub-major group codes are created by adding a second digit. This digit appears in the second position at all lower levels in the structure.
112 Managing Directors and Chief Executives	Minor Group	Minor group codes add a third digit.
1120 Managing Directors and Chief Executives	Occupational Sheet (Unit Group)	The 4-digit occupational sheet codes contain the digit identifying the major-group, followed by the digit identifying the Sub-major group and the digit identifying the minor group and a last digit identifying the occupational sheet. <sup>2</sup>

Table 1: Explanation of coding

## Format of each Occupational Sheet

Each occupational sheet consists of the following:

- **Occupational title:** The main title by which an occupation is commonly known.
- **Alternative titles:** Any other titles by which the occupation is known.
- **Job description and duties:** A general description of typical day-to-day tasks carried out by a job holder in the occupation.
- **Work environment:** A general description of the work setting and typical working hours.
- **Occupation data:** Information on the median pay and labour market trends for each occupation is included.
- **Entry level education/special licences/warrants:** Information on entry routes to the occupation, academic and vocational qualifications needed and legal requirements such as licences, warrants and other requirements.
- **Knowledge and skills:** A list of typical technical knowledge and skills required in the specific occupation and a list of transferable skills which can be applied to a wide range of different jobs and industries.

<sup>2</sup> In some instances, due to similarities between occupations, some occupational sheets may have the same code

- **Additional qualities:** A list of other qualities, such as personal qualities and specific character traits and desirable qualities.
- **Related career opportunities:** A list of related occupations which may be found either in the same sector or in other sectors. Related career opportunities may be of the same skill level, of a higher or even of a lower skill Level. Qualifications will be commensurate with the respective skill level.

## Classification criteria: skill level

Occupational sheets are organised by skill level:

This refers to the function of the complexity and range of tasks and duties to be performed in an occupation. Skill level is measured by considering one or more of:

- The nature of the work performed in an occupation in relation to the characteristic tasks and duties defined for each skill level;
- The level of formal education required for competent performance of the tasks and duties involved;
- The amount of informal on-the-job training and/or previous experience in a related occupation required for competent performance of these tasks and duties.

The ISCO-08 defines 4 broad Skill Levels (defined in the table below). These definitions were used to form the foundations for the Occupational Handbook.



Skill Level	The typical or characteristic tasks performed at each skill level	The types of skill required
Level 1	<p>Typically require the performance of simple and routine physical or manual tasks.</p> <p>May require the use of hand held tools or of simple electrical equipment.</p> <p>Involve tasks such as cleaning; digging; lifting and carrying materials by hand; sorting, storing or assembling goods by hand; operating non-motorised vehicles; and picking fruit and vegetables.</p>	<p>May require physical strength and/or endurance.</p> <p>For some jobs basic skills in literacy and numeracy may be required. If required these skills would not be a major part of the job.</p> <p>For competent performance in some occupations at this level, completion of primary education or the first stage of basic education may be required.</p> <p>A short period of on-the-job training may be required for some jobs.</p>
Level 2	<p>Typically involve the performance of tasks such as operating machinery and electronic equipment; driving vehicles; maintenance and repair of electrical and mechanical equipment; and manipulation, ordering and storage of information.</p>	<p>For almost all occupations at this level the ability to read information such as safety instructions, to make written records of work completed and to accurately perform simple arithmetical calculations is essential.</p> <p>Many occupations at this skill level require relatively advanced literacy and numeracy skills and good interpersonal communication skills. In some occupations these skills are required for a major part of the work. Many occupations at this skill level require a high level of manual dexterity.</p> <p>The knowledge and skills required for competent performance in all occupations at this level are generally obtained through completion of the first stage of secondary education.</p> <p>Some occupations require the completion of the second stage of secondary education, which may include a significant component of specialised vocational education and on-the-job training.</p> <p>Some occupations require completion of vocation specific education undertaken after completion of secondary education.</p> <p>In some cases experience and on-the-job training may substitute for the formal education.</p>



Level 3	<p>Typically involve the performance of complex technical and practical tasks which require an extensive body of factual, technical and procedural knowledge in a specialised field.</p>	<p>Occupations at this skill level generally require a high level of literacy and numeracy and well-developed interpersonal communication skills.</p> <p>These skills may include the ability to understand complex written material, prepare factual reports and communicate with people who are distressed or require support.</p> <p>The knowledge and skills required at this skill level are usually obtained as the result of study, for a period of 1 – 3 years, at a higher educational institution following completion of secondary education.</p> <p>In some cases, extensive relevant work experience and prolonged on-the-job training may substitute for the formal education.</p>
Level 4	<p>Typically involve the performance of tasks which require complex problem solving and decision making based on an extensive body of theoretical and factual knowledge in a specialised field.</p> <p>The tasks performed typically include analysis and research to extend the body of human knowledge in a particular field, diagnosis and treatment of disease, imparting knowledge to others, design of structures or machinery and of processes for construction and production.</p>	<p>Occupations at this skill level generally require extended levels of literacy and numeracy, sometimes at a very high level and excellent interpersonal communication skills.</p> <p>These skills generally include the ability to understand complex written material and communicate complex ideas in media such as books, reports and oral presentations.</p> <p>The knowledge and skills required at this skill level are usually obtained as the result of study at a higher educational institution for a period of 3 – 6 years leading to the award of a first degree or higher qualification.</p> <p>In some cases, experience and on-the-job training may substitute for the formal education. In many cases appropriate formal qualifications are an essential requirement for entry to the occupation.</p>

Table 2: Overview of skill levels<sup>3</sup>

3 ILO.(2012).International Standard Classification of Occupations.[Online] Available at: [http://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/---publ/documents/publication/wcms\\_172572.pdf](http://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/---publ/documents/publication/wcms_172572.pdf) [Accessed 6 Aug.2018]

The relationship between Major groups and the four ISCO-08 Skill Levels is summarised in Table 3 below:

ISCO-08 major groups	Skill Level
0 – Armed Forces Occupations	1 – 4
1 – Managers	3 + 4
2 – Professionals	4
3 – Technicians and Associate Professionals	3
4 – Clerical Support Workers 5 – Service and Sales Workers 6 – Skilled Agricultural, Forestry and Fishery Workers 7 – Craft and Related Trades Workers 8 – Plant and Machine Operators and Assemblers	2
9 – Elementary Occupations	1

Table 3: Mapping of major groups to skill levels

## Disclaimers

This handbook is designed to provide helpful information on 246 select occupations. Whilst every effort has been made to ensure the accuracy of the information and data contained in the occupational sheets, there are a number of disclaimers to be noted.

Most occupations have been accorded alternative titles, however, this is not an exhaustive list and there may be other alternative titles which were not included. The same applies to related career opportunities associated with each occupation. The list of related career opportunities is not an extensive one and only incorporates few examples.

The classification structure for occupations is broadly based on the International Standard Classification of Occupations (ISCO-08). Nevertheless, this handbook is tailored to meet national requirements and contexts. For instance, due to similarities between certain occupations, the same code was adopted.

Information on entry routes to an occupation, academic and vocational qualifications needed and legal requirements for licences and/or warrants are subject to change as prescribed by the educational institution or other legal/regulating body concerned.

Any references and links are provided for information purposes only and do not constitute endorsement of any websites or other sources. Users should be aware that these may change.

Jobsplus reserves the right to make additions and updates to the content of this manual as they become available to provide the most current information.

Users are encouraged to independently research and verify actual data and information.

## Limitations

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A limitation of this handbook is that although it covers 90 percent of the occupations in Malta's current labour force, it excludes emerging occupations and various other professions, which might be of interest to the users of this handbook.

# Methodology





# Methodology

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The Occupational Handbook provides an insight of both qualitative information and quantitative data pertaining to 246 occupations selected for this publication. Each occupational sheet incorporates a table with occupation data deemed useful for the users at hand. The figures reported in such tables were compiled through the consolidation of data from a number of different sources, namely Jobsplus, the Inland Revenue Department and the Economic Policy Department.

## Employment figures

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Employment data was extracted from Jobsplus' administrative database as at end of December 2017 (i.e. the figures include only individuals who were in employment as at 31<sup>st</sup> December 2017). In Jobsplus' database, individuals are classified under the occupation that best corresponds to the designation indicated in the engagement form as submitted by the employer, which in turn enables Jobsplus to extract employment data segregated by occupation. It is crucial to note that promotions/internal career progressions are not recorded in this database unless Jobsplus is notified by the employer accordingly. This implies that if, for instance an individual was engaged as an *Accounting and Bookkeeping Clerk* and was later promoted to an *Accounting Associate Professional* without notification to Jobsplus, s/he is recorded under *Accounting and Bookkeeping Clerk* for statistical purposes.

The number of employees quoted in this publication reflects individuals employed on a full-time basis and individuals employed on a part-time basis as a primary job. Thus, figures presented are unique since only the person's main job was taken into consideration. Furthermore, the figures include only employees. To this effect, individuals engaged on a self-employed basis were excluded from the data to retain consistency with the other variables in the table. The data corresponding to the share of foreigners in each respective occupation was extracted from the aforementioned employment data, implying that the same criteria were applied. The share of foreigners comprises both EU Nationals (including individuals hailing from EFTA and EEA countries) and Third Country Nationals.

# Job outlook

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The Economic Policy Department was tasked with projecting the occupational demand growth rates for Malta for the upcoming five years (2018 to 2022). Projections of occupations were developed in a series of three main interrelated steps, each of which is based on different procedures and assumptions:

- **Step 1:** Projection of Sectoral Gross Value Added (GVA) up to 2022
- **Step 2:** Projection of Sectoral Employment Growth up to 2022
- **Step 3:** Converting Sectoral Employment Demand into Occupational Demand

The results produced in each step were key inputs to the subsequent step and the sequence was repeated multiple times to ensure consistency. A number of robustness checks were conducted to ensure that the methodology was sound.

## Step 1: Projection of Sectoral Gross Value Added (GVA)

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The methodology adopted for this forecasting exercise was based on the link between the GVA of the Maltese economy and employment. Economic literature shows that economic growth tends to be positively related to employment growth. To establish a more accurate reading of how employment will respond to economic growth, sectoral GVA from National Accounts data was used. The definition of GVA in the National Accounts is the value of the output less the value of intermediate consumption, as it measures the contribution by an individual producer, industry or sector to the Gross Domestic Product (GDP). At factor cost, value added is the gross income from operating activities after adjusting for operating subsidies and indirect taxes.

The first step involved forecasting how GVA by sector is expected to change between 2017 and 2022. The 2017 forecasts were corroborated with actual data for 2017 up to Q3, while figures obtained for the years between 2018 and 2022 were compared to the Ministry of Finance's latest available macroeconomic forecasts compiled by the Short-term Quarterly Econometric Forecasting Model for Malta (STEMM). Expert judgement was applied in certain cases to reflect the economic intelligence on the ground.

The model specification used for forecasting sectoral GVA was:

$$\text{Log}(Y_t) = f(c, \text{AR}(1), \text{MA}(1), \text{TIME}) + \mu_t$$

Stochastic projections were made following the principle of Occam's razor. The error term  $\mu_t$  accounted for any non-linearities in the model, the unexplained sum of squared residuals and any irrationality in the data used. Expert judgment was once again relied on.

## Step 2: Projection of Sectoral Employment Growth

The next step entailed projecting the industry employment necessary to produce the projected GVA. Historical data used for industry employment followed the Full-Time Equivalent (FTE) concept, based on the National Accounts definition. When using FTE, a full-time employee working a 40 hour week is equivalent to 1, whereas a person who works 20 hours per week is equivalent to 0.5. Assumptions are made within STEMM to make the necessary changes from the National Accounts definition to a harmonised employment definition, to be in line with the Labour Force Survey (LFS) definition.

The correlations between the GVA and industry employment were identified and coefficients were obtained for each economic sector. Thus, the employment elasticity of GVA growth at sectoral level was extrapolated through regression analysis. Separate sectoral equations were estimated to infer the employment elasticities, which were once more corroborated with the short and long-term elasticities inferred from the Ministry's forecasting model STEMM at sectoral level. These elasticities enable the inference of industry employment forecasts. Robustness checks were carried out with actual data for 2017 up to Q3 and with forecasted STEMM data up to 2022. The econometric results were also viewed and corroborated with statistical estimates from National Accounts data.

The generalised model specification used for forecasting the industry employment was:

$$\text{Log}(E_t) = \beta_1 + \beta_2 [\text{log}(E_{t-1})] + \beta_3 [\text{log}(GVA_t)] + \mu_t$$

Similar to step 1, stochastic projections were made following the principle of Occam's razor. The coefficient  $\beta_1$  measured the elasticity of employment to GVA growth and the error term  $\mu_t$  accounted for any non-linearities in the model, the unexplained sum of squared residuals and any irrationality in the data used. In some cases, expert judgement was applied to forecasts, taking into account the historical relationship in place at the time that the forecasts were made, thus ensuring that the estimates are realistic. The analysis also incorporated judgements about new and future expected trends that may influence employment in order to provide the most realistic forecast possible.

## Step 3: Generating Occupational Employment

The final step was to translate the employment by sector growth rates, estimated in the previous phase, into occupations. This was done through an occupational employment bridge matrix provided by Jobsplus, with the base year being 2017. This matrix described the employment of detailed occupations by NACE, disaggregated into 246 occupations under the International Standard Classification of Occupations 2008 (ISCO-08<sup>4</sup>). It must be pointed out that whereas under the FTE definition an employed person is equivalent to 1 and a self-employed person is equivalent to 0.5, under the ISCO-08 definition both are given a value of 1, which is a limitation of the methodology adopted.

The industry employment growth rates for each sector were apportioned amongst the 246 occupations, using as weighting the latest available 2017 data in the occupational employment bridge matrix. As a result, these numbers were translated into occupations through a static analysis by applying the same bridge matrix throughout the forecast horizon. The weights were assumed to remain constants, with a view to limit as much as possible potential biases that can arise from the forecasting process. Thus, occupational employment figures were projected for 2018. Thereafter, the same process was repeated throughout the forecast horizon up to 2022, using the respective industry employment growth rates for each specific year.

The results are deemed realistic, however, one has to bear in mind that the analysis has a number of limitations. The analysis fails to distinguish between employment of foreign and Maltese workers, employees and self-employed persons and private and public sector. Moreover, there are some notable differences between the various definitions used throughout the entire process. Whereas GVA and employment rates (consistent with STEMM data) were derived using the National Accounts concept, these rates were then applied to occupational employment data provided by Jobsplus, which are based on the Gainfully Occupied definition.

4 ISCO-08 is a four-level hierarchically structured classification which provides a system for classifying and aggregating occupational information obtained by means of statistical censuses and surveys, as well as from administrative records. Employment occupation describes the type of work done in a job, defined in terms of the main tasks and duties performed and not necessarily in terms of the job title. In fact, a job is defined in ISCO-08 as "a set of tasks and duties performed, or meant to be performed, by one person, including for an employer or in self-employment"



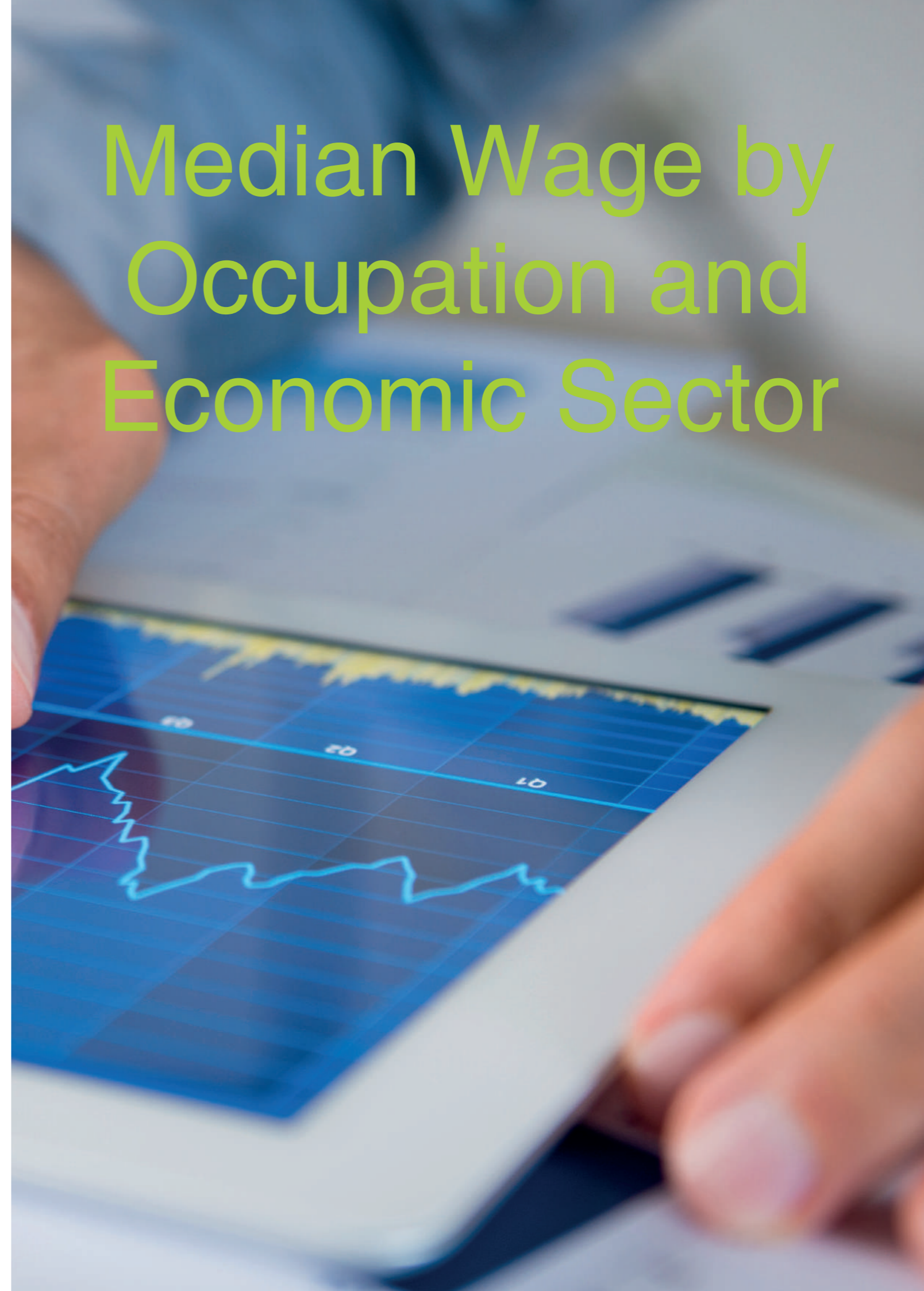
## Median pay

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Data pertaining to the median pay was consolidated in collaboration with the Inland Revenue Department. Jobsplus' administrative data for the year 2016 was merged with the Inland Revenue Department's database for the corresponding year. During this step of the process, individuals employed on a self-employed basis were also excluded from the data to reduce the skewness of the data. Throughout this procedure, no sensitive data was disclosed and anonymity was respected at all times.

The median pay quoted in each table is based on the basic weekly wage of employees in the respective occupation manipulated into the median pay per annum. As the name implies, the cited pay does not portray the average pay of the occupation in question but rather the median pay i.e. the central salary point of individuals classified under the respective occupation. Given that the median pay is based on the declared basic wage, users must be very cautious when interpreting such figures. One must keep in mind that the cited pay excludes any bonuses (e.g. performance bonuses), allowances, fringe benefits, commissions, etc. which may play a significant role in certain occupations, for instance occupations relating to sales.

# Median Wage by Occupation and Economic Sector



# Median wage by occupation and economic sector

Whilst each occupational sheet reflects the median pay in the respective occupation, the table on the following page provides an overview of the variation in the median basic weekly wage across the different economic sectors for each major occupation group. This table offers users an easy comparison of the wage for a particular group of occupations (e.g. professionals) across the distinct industries. For instance, the median basic weekly pay for managers (ISCO 1) employed in one sector may differ from the median basic weekly pay in another sector. In essence, one would expect wages in sectors contributing high shares to GVA (Gross Value Added) to be higher than their counterparts in other sectors. As an example, the median weekly wage pertaining to service and sales workers (ISCO 5) employed in the *Transportation & Storage* (NACE H) sector is one of the highest median weekly wages across the same major ISCO group. Similarly, managers (ISCO 1) employed within the *Financial & Insurance Activities* (NACE K) and the *Arts, Entertainment & Recreation* (NACE R) sectors have median weekly wages higher than individuals of the same cohort employed within the *Manufacturing* (NACE C) and *Accommodation & Food Service Activities* (NACE I) sectors.

Cells left blank (i.e. indicated by a dash), represent either occupations that are non-existent within the respective economic sector or instances where the numbers are unreliable due to small sample sizes. The computation of the median wage in the subsequent table is based on the same methodology applied for the occupation data in each occupational sheet.

The below lists provide a full description of the major ISCO groups and economic sectors included in the table.

## Major ISCO Groups (ISCO):

- [1] Managers
- [2] Professionals
- [3] Technicians and Associate Professionals
- [4] Clerical Support Workers
- [5] Services and Sales Workers
- [6] Skilled Agricultural, Forestry and Fishery Workers
- [7] Crafts and Related Trade Workers
- [8] Plant and Machine Operators and Assemblers
- [9] Elementary Occupations

## Economic Industry (NACE):

- [A] Agriculture, Forestry & Fishing
- [B] Mining & Quarrying
- [C] Manufacturing
- [D] Electricity, Gas, Steam & Air Conditioning Supply
- [E] Water Supply; Sewerage, Waste Management & Remediation Activities
- [F] Construction
- [G] Wholesale & Retail Trade; Repair of Motor Vehicles & Motorcycles
- [H] Transportation & Storage
- [I] Accommodation & Food Service Activities
- [J] Information & Communication
- [K] Financial & Insurance Activities
- [L] Real Estate Activities
- [M] Professional, Scientific & Technical Activities
- [N] Administrative & Support Service Activities
- [O] Public Administration & Defence; Compulsory Social Security
- [P] Education
- [Q] Human Health & Social Work Activities
- [R] Arts, Entertainment & Recreation
- [S] Other Service Activities
- [T] Activities of Households as Employers, Undifferentiated Goods & Services – producing Activities of Households for own use
- [U] Activities of Extraterritorial Organisations & Bodies



		Economic Sector									
		[A]	[B]	[C]	[D]	[E]	[F]	[G]	[H]	[I]	[J]
Major ISCO Group	[1]	463	834	579	807	525	398	377	598	385	692
	[2]	442	907	409	554	447	387	312	415	281	509
	[3]	270	486	343	433	344	320	291	406	280	372
	[4]	297	326	279	347	298	280	245	304	246	308
	[5]	178	174	208	344	236	235	193	311	222	262
	[6]	190	-	278	-	168	306	208	273	255	-
	[7]	246	339	266	307	317	241	227	361	252	346
	[8]	227	280	238	168	252	245	231	251	221	199
	[9]	170	214	211	342	265	222	205	307	211	291

		Economic Sector										
		[K]	[L]	[M]	[N]	[O]	[P]	[Q]	[R]	[S]	[T]	[U]
Major ISCO Group	[1]	800	462	604	446	523	485	485	769	482	-	409
	[2]	535	376	420	374	427	423	282	538	323	-	392
	[3]	419	256	346	358	389	331	327	431	274	-	404
	[4]	423	254	288	262	333	300	258	394	280	-	377
	[5]	269	299	231	213	327	253	247	239	180	171	303
	[6]	-	-	346	196	306	278	295	-	246	-	222
	[7]	461	233	190	327	306	245	300	328	221	168	-
	[8]	287	234	182	270	291	253	259	257	198	-	366
	[9]	282	226	215	182	276	222	210	240	190	255	238

Table 4: Median wage by occupation and economic sector

# Occupational Sheets





# Armed Forces Occupations



## Job description and duties

Armed Forces Occupations include a diverse group of officers responsible for undertaking specific military tasks. The command hierarchy of Armed Forces ranks include (lowest to highest):

- Enlisted Rank: Gunner, Lance Bombardier, Bombardier, Sergeant, Staff Sergeant
- Warrant Officer Rank: Warrant Officer Class 2, Warrant Officer Class 1
- Officer Rank: Second Lieutenant, Lieutenant, Captain, Major, Lieutenant Colonel, Colonel, Brigadier

The Armed Forces of Malta (AFM) performs two major defence roles<sup>5</sup>:

Primary defence roles:

- Maintain territorial integrity (particularly at the Malta International Airport and other sensitive locations) and integrity of Maltese

waters (physical and electronic surveillance against smuggling, illegal trafficking of immigrants and other illicit activities at sea by conducting Maritime Law Enforcement)

- Participate in overseas crisis management operations
- Provide for the surveillance of the Maltese Airspace
- Provide Search and Rescue services over Maltese territorial waters and the Search and Rescue region
- Provide Explosive Ordnance Disposal (EOD) and Improvised Explosive Device Disposal (IEDD) cover

Secondary Defence Roles, which focus on the provision of:

- Civil emergency protection support
- Military aid to the Police and the Security Service
- State Ceremonial and Other Public Support Duties

## Work environment

Those who work within the Armed Forces typically work full-time. However, hours vary with the person's occupational speciality, and branch of service, as well as with the needs of the Armed Forces. Personnel must be prepared to work additional hours to accommodate the changing circumstances of the Armed Forces.

## Occupation data

Number of employees (2017)	1,753
Share of foreigners (2017)	0%
Job Outlook (2018 - 2022)	+11%
Median Pay (per annum)	€17,500

## Entry level education / special licences / warrants

Those who wish to work within the Armed Forces must satisfy the following criteria:

- Be citizens of Malta
- Be not less than the minimum height required, i.e. 1.57m for males and 1.52m for females and of acceptable body weight in proportion to height
- Be of good moral character
- Be 18 years of age
- Not have excessive tattoos, but definitely not on face and neck or tattoos that are offensive, extremist, indecent or racist on any part of the body

Further academic qualifications might be necessary depending on the designation one is applying for, however, those who wish to work in the Armed Forces of Malta in the Enlisted Ranks must at least be in possession of:

- Pass in English language, Maltese language and Mathematics at MQF Level 2 (at least at Grade E or 7, or a comparable level)

Those who wish to work in the Officer Ranks must at least be in possession of:

- Pass in six subjects at MQF Level 3 (minimum Grade 5/C/ or a comparable level)

These six subjects must include Maltese, English language, Mathematics and one science subject (Physics, Chemistry, Biology and Computer Studies)

- Pass in two subjects at Advanced Level in the Matriculation/General Certificate of Education (minimum Grade C or a comparable level) or VET Diploma

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is typically offered by the Armed Forces of Malta.

## Knowledge and skills

Armed Forces personnel are expected to have:

- Knowledge of the area within which they are functioning
- Understanding of the Armed Forces and the protocol that they must abide by
- Knowledge of health and safety procedures
- Knowledge of emergency and rescue procedures
- The ability to keep a log and write reports on any incidents which occur

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and English
- The ability to follow and execute orders
- Numeracy skills
- Organisational and planning skills
- Time management skills and the ability to work under pressure
- Problem solving and decision making skills
- The ability to work independently and as part of a team
- The ability to be flexible and respond to circumstances

<sup>5</sup> Text is being quoted from <https://afm.gov.mt/en/forcestructure/defencerole/Pages/defence-role.aspx> as at June 2018.

# Managing Director and Chief Executive

## Additional qualities

These may include:

- A sense of discipline
- A sense of national pride
- Alertness
- Assertiveness
- Dedication and commitment
- Diligence
- Patience
- Sound judgement
- The ability to endure physical and emotional exertion
- The ability to keep calm in challenging situations

**Alternative titles:** General Manager, Chief Operations Officer, Chief Commercial Officer, Business Operations Officer



- Ensure the efficient use of financial and human resources
- Represent the organisation at official functions, public events and press activities
- Select and recruit senior staff
- Ensure the organisation is in full compliance with regulations
- Promote effective relationships, open communication and a high standard of integrity

## Job description and duties

Managing Directors and Chief Executives are responsible for the formulation of corporate strategy and policy, as well as the management of the overall activities of an organisation. It is their responsibility to work closely with senior management and report on its performance to the Board of Directors and governing bodies. A Managing Director and Chief Executive is typically expected to:

- Take a key role in the drafting of policies and objectives
- Implement the strategies and policies as directed by the Board of Directors by working with senior management
- Coordinate and lead the general operations of the organisation
- Consult with senior management in cases where policies, strategy or resource allocation require change
- Review the results and performance indicators of the organisation and report on these to the Board of Directors
- Set and oversee budgets

## Work environment

Managing Directors and Chief Executives are required in organisations operating in both the public and private sector across different industries. This role entails office-based work and extensive interaction with different parties. Overseas travel may be required.

Managing Directors and Chief Executives typically work on a full-time basis. This role is rather demanding and working outside regular office hours and during weekends is typically required.

## Occupation data

Number of employees (2017)	6,828
Share of foreigners (2017)	23%
Job Outlook (2018 - 2022)	+22%
Median Pay (per annum)	€30,100



### Entry level education / special licences / warrants

Although there are no specific educational requirements to work as a Managing Director and Chief Executive, most organisations would favour a candidate with a qualification at MQF Level 7 in Management, Business or in a field related to the scope of the organisation the Managing Director and Chief Executive is leading. Despite this, experience and a proven track record are typically given more consideration than educational background.

Training programmes include:

- Post-graduate Certificate in Evidence-Based Management and Effective Decision Making (University of Malta) (MQF Level 7)
- Executive Master of Business Administration (University of Malta) (MQF Level 7)
- Executive Master of Business Administration in Public Management (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within the NCFHE.

For related training offered by educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

### Knowledge and skills

Managing Directors and Chief Executives are expected to have:

- An understanding of the local economic, business and political context

- Knowledge of the industry or sector the organisation is operating in
- Knowledge of legislation relevant to the organisation
- A strategic mindset
- Financial management skills
- Project management skills
- Public relations and presentation skills
- Leadership skills
- The ability to motivate others
- The ability to generate confidence and trust
- The ability to negotiate, influence and persuade others
- An understanding of different fields including communications and human resources management
- Networking skills and the ability to maintain professional relationships

Transferable skills should include:

- Strong written and verbal communication skills in English
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- Accuracy
- Attention to detail
- Business acumen
- Composure
- Creativity and the ability to think outside the box

- Critical thinking skills
- Decisive
- Diplomatic
- Focused
- Tact
- The ability to see the bigger picture
- Trustworthiness

### Related career opportunities

- Business Services Manager
- Chief Financial Officer
- Enterprise Chairperson
- Finance Manager
- Professional Services Manager
- Strategic Planning Manager

Occupation Code: 1120

## Enterprise Chairperson

Alternative title: Chair of Board



### Job description and duties

Enterprise Chairpersons are responsible for the formulation of corporate strategy and policy. An Enterprise Chairperson is typically expected to:

- Oversee the general operations of the organisation
- Provide leadership to the Board of Directors
- Communicate policy decisions or directions to the Chief Executive Officer
- Recommend and/or appoint suitable members to the board
- Develop and set agendas for board meetings
- Ensure board members have sufficient and timely information to make informed decisions at board meetings

- Review and sign formal minutes of board meetings
- Ensure that strategies and policies agreed by the Board of Directors are implemented by the Chief Executive Officer and Management
- Consult with senior staff in cases where policies, strategy or resource allocation require change
- Review the results and performance indicators of the organisation and report on these to the directors and shareholders
- Take a key role in guiding and approving policies and objectives
- Oversee the efficient usage of the organisation's resources
- Represent the organisation at official functions
- Select and recruit senior staff (where applicable)
- Ensure the organisation is in full compliance with any applicable regulations
- Promote effective relationships, open communication and a high standard of integrity

## Work environment

Enterprise Chairpersons are required in organisations operating in both the public and private sector across different industries. This role entails extensive networking with different parties. Participation in meetings and conferences and overseas travel is to be expected in this role.

Depending on the context, an Enterprise Chairperson may fulfil either an executive or non-executive role. An Enterprise Chairperson is generally not bound to work any specific hours but works on a flexible schedule.

## Occupation data

Number of employees (2017)	63
Share of foreigners (2017)	24%
Job Outlook (2018 - 2022)	+21%
Median Pay (per annum)	€60,100

## Entry level education / special licences / warrants

Although there are no specific educational requirements to work as an Enterprise Chairperson, most organisations would favour a candidate with a qualification at MQF Level 7 in Management or in a field related to the scope of the organisation the Executive Chairperson is leading. In addition, a proven track record and personal reputation are typically given considerable weight.

Training programmes may include:

- Post-graduate Certificate in Evidence-Based Management and Effective Decision Making (University of Malta) (MQF Level 7)
- Master of Arts in Law (University of Malta) (MQF Level 7)
- Master of Arts in Public Policy Leadership (University of Malta) (MQF Level 7)

- Master of Science in Economics (University of Malta) (MQF Level 7)
- Executive Master of Business Administration (University of Malta) (MQF Level 7)
- Executive Master of Business Administration in Public Management (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within the NCFHE.

## Knowledge and skills

Enterprise Chairpersons are expected to have:

- An understanding of the local economic, business and political context
- Knowledge of the industry or sector the organisation is operating in
- Knowledge of legislation relevant to the organisation
- A strategic mindset
- Financial management skills
- Leadership skills
- The ability to motivate others
- The ability to generate confidence and trust
- The ability to negotiate, influence and persuade others
- An understanding of different fields including communications and human resources management
- Networking skills and the ability to maintain professional relationships

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in English
- IT skills
- Organisational and planning skills
- Problem solving skills and the ability to take timely decisions
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Accuracy
- An ability to see the bigger picture
- Assertiveness
- Attention to detail
- Composure
- Creativity and the ability to think outside the box
- Diplomatic tactics
- Fair judgement
- Impartiality
- Inquisitive and methodical approach
- Motivation
- Tact
- Trustworthiness
- Versatility

## Related career opportunities

- Chief Executive Officer
- Chief Operations Officer
- General Manager



# Finance Manager

**Alternative title:** Financial Manager



## Job description and duties

Finance Managers provide financial advice, lead the finance department and assist management in the decision making process. A Finance Manager is typically expected to:

- Collate, prepare and interpret reports, budgets and accounts
- Prepare the financial statements of the company for presentation to management in line with specific deadlines
- Assist in the monitoring and interpretation of cash flows
- Participate in the formulation of strategic and long-term business plans
- Analyse change and advise management on the best way forward in light of developments

- Assist in carrying out research on pricing, competitors, market trends and other relevant factors that may affect business performance
- Develop financial management tools to minimize financial risk for the company
- Assist in carrying out costing reviews and variance analyses to find appropriate opportunities to reduce costs
- Manage the company's financial accounting, reporting and monitoring systems
- Oversee the selection, training and performance of staff
- Liaise with the external Auditors of the company to ensure that appropriate annual monitoring is carried out
- Keep abreast with relevant changes in international accounting standards, best practices and applicable regulations.

## Work environment

Finance Managers may work with small and large firms in the private and public sectors. Finance Managers typically work in an office environment and also meet with clients outside the office. Travelling may be required if the organisation runs its business from different branches locally or abroad.

Working hours are usually up to 40 hours a week but being a managerial position, hours can vary according to company needs and more hours are normally expected in such a role.

## Occupation data

Number of employees (2017)	645
Share of foreigners (2017)	25%
Job Outlook (2018 - 2022)	+28%
Median Pay (per annum)	€35,000

## Entry level education / special licences / warrants

Previous experience in a more junior role in finance is required in order to fulfil the position of a Finance Manager. Additionally, most Finance Managers tend to be Accountants. In this case, the acquisition of a Certified Public Accountant (CPA) warrant would be required. This warrant is obtained after an aggregate of three years of work experience in the industry, of which at least one year of experience is gained after academic qualifications have been obtained, subject to the successful completion of the relevant accounting qualification, such as the Bachelor of Accountancy (Honours) (University of Malta) (MQF Level 6). Further studies at Master level (MQF Level 7) would typically be required to progress to a managerial position.

Another route to acquiring the CPA warrant is to follow programmes such as the ACCA (Association of Chartered Certified Accountants) or the ICAEW (Institute of Chartered Accountants in England and Wales) which lead to an internationally recognised accounting certification.

In cases where the Finance Manager is not an Accountant, a qualification at MQF Level 7 in Finance, Management, Business or related areas is required. Training programmes include:

- Executive Master of Business Administration (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Finance Managers are expected to have:

- An understanding of the industry the organisation is operating in
- Knowledge of financial reporting and accounting standards and regulations
- Proficiency in Mathematics
- The ability to clearly and coherently explain financial information to clients or management
- Personnel management skills
- Negotiation skills
- Leadership skills
- The ability to manage conflict

Transferable skills should include:

- Interpersonal skills
- Strong written communication skills in English
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team



### Additional qualities

These may include:

- A high level of drive and ambition
- A methodical and meticulous approach
- A sense of initiative
- A solution-oriented approach
- Accuracy
- An ability to see the bigger picture
- Assertiveness
- Attention to detail
- Business acumen

- Confidence
- Critical thinking skills
- Honesty
- Inquisitiveness
- Integrity

### Related career opportunities

- Accountant
- Auditor
- Chief Financial Officer
- Financial Institution Branch Manager
- Management Consultant

Occupation Code: 1212

## Human Resources Manager

**Alternative titles:** Personnel Manager, Recruitment Manager, Industrial Relations Manager



- Carry out tasks related to recruitment and induction training of new employees
- Liaise with recruitment agencies and head hunters
- Ensure that employee data is kept up-to-date
- Implement and manage performance management systems and train Departmental/Unit Managers in performance management processes
- Take an active part in performance review programmes and assist other managers in performance appraisals
- Conduct research on a variety of issues (such as employee satisfaction, employee turnover etc.) and present reports and recommendations
- Implement strategies to motivate employees
- Develop staff training programmes and coordinate delivery of training

### Job description and duties

Human Resources Managers are responsible for supervising all aspects of human resources and practices. Although responsibilities may vary depending on the size of the company, a Human Resources Manager is typically expected to:

- Disseminate information to employees on a regular basis
- Plan, direct and coordinate policies and practices of an enterprise/organisation
- Ensure compliance with standards and legislations relating to employees' rights, health and safety, equal opportunities and related concerns
- Be responsible for staff development and well-being
- Carry out 'exit interviews' with employees leaving the company
- Represent the company at court hearings dealing with personnel related matters
- Participate in career fairs and job fairs
- Keep up-to-date with developments in the human resources field

### Work environment

Human Resources Managers are required in the public and private sectors across different industries. Human Resources Managers typically work in an office environment and may be required to attend fairs, expos and conferences.

Human Resources Managers typically work 40 hours from Monday to Friday. Working during weekends may also be required.

### Occupation data

Number of employees (2017)	461
Share of foreigners (2017)	29%
Job Outlook (2018 - 2022)	+29%
Median Pay (per annum)	€28,900

### Entry level education / special licences / warrants

To work as a Human Resource Manager, one would typically require work-related experience and hold a relevant qualification at MQF Level

6 or higher in Human Resources, Business Administration, Management, Social Sciences or other related areas. Training programmes include:

- Bachelor in Psychology (Honours) (University of Malta) (MQF Level 6)
- Bachelor in Work and Human Resources (University of Malta) (MQF Level 6)
- Bachelor of Arts (Honours) in Business Enterprise (MCAST) (MQF Level 6)
- Bachelor of Commerce (Honours) in Management (University of Malta) (MQF Level 6)
- Executive Master in Business Administration (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

### Knowledge and skills

Human Resources Managers are expected to have:

- Knowledge of the principles and practices of Human Resources Management
- The ability to develop and implement personnel policies
- Knowledge of employment legislation and regulations
- The ability to carry out research, interpret data and communicate the results to company stakeholders
- Business awareness and management skills
- The ability to negotiate

# Policy and Planning Manager

- Networking skills and the ability to foster effective working relationships with people at all levels
- The ability to challenge ideas and current methods
- Leadership skills and the ability to lead a diverse team
- The ability to discuss sensitive and confidential issues with staff and maintain confidentiality
- Knowledge of health and safety procedures
- The ability to focus on tasks yet still remain available for employees at all times

- Proactivity
- Self-motivation
- Trustworthiness

## Related career opportunities

- Employment Agent
- General Manager
- Human Resources Director
- Personnel and Career Professional
- Training and Staff Development Professional
- Training Manager

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and English
- IT skills
- Planning and organisational skills
- Problem analysis, problem solving and decision making skills
- Time management skills, the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- The ability to work in a multicultural environment

## Additional qualities

These may include:

- A positive attitude
- A result-oriented approach
- Adaptability
- An energetic approach
- Assertiveness
- Attention to detail
- Empathy
- Flexibility
- Integrity

**Alternative titles:** Strategic Planning Manager, Corporate Planning Manager, Policy Development Manager



## Job description and duties

Policy and Planning Managers are responsible for planning and overseeing activities concerning policy development and strategic planning. Although duties will vary according to the area one is working in, a Policy and Planning Manager is typically expected to:

- Review current policies and manage policy research and analysis processes
- Prepare policy papers, briefs and reports for current or new policies
- Consult with and provide expert advice to high level stakeholders including government entities and social partners
- Oversee the implementation of policies and practices
- Develop policy and manual of procedures
- Participate in conferences, seminars and meetings
- Represent the organisation in negotiations
- Lead and supervise staff

## Work environment

Policy and Planning Managers typically work in the public sector across different areas such as health, social services, education, immigration and the environment. Opportunities within the private sector may be available in certain areas such as financial services, marketing services and legal consultancy. This role entails office-based work and extensive networking with different parties. Participation in meetings and conferences and overseas travel is normally required.

Policy and Planning Managers typically work full-time. Working outside regular office hours and during weekends may be required in order to meet tight deadlines or during periods of exceptional activity.

## Occupation data

Number of employees (2017)	62
Share of foreigners (2017)	27%
Job Outlook (2018 - 2022)	+21%
Median Pay (per annum)	€25,200

## Entry level education / special licences / warrants

To work as a Policy and Planning Manager, one would typically require a number of years of experience in a related role and a qualification at MQF Level 7 or higher in Social Policy, Public Administration, European Studies, Economics,



# Business Services and Administration Manager

Law or other related area. Training programmes include:

- Master of Arts in Social Policy (University of Malta) (MQF Level 7)
- Master of Arts in Public Policy Leadership (University of Malta) (MQF Level 7)
- Master of Arts in European Politics, Economics and Law (University of Malta) (MQF Level 7)
- Master of Arts in Diplomatic Studies (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

## Knowledge and skills

Policy and Planning Managers are expected to have:

- Knowledge of the policy area one is working in
- Knowledge of local and international affairs (political and economic aspects)
- An understanding of the legal context
- The ability to carry out research, interpret data and communicate the results to organisational stakeholders
- Influencing and negotiation skills
- Networking skills and the ability to foster effective working relationships
- Presentation skills
- Project management skills
- Personnel management skills

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in

English and Maltese

- IT skills
- Numeracy skills
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills and the ability to multitask
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- The ability to work in a multicultural environment
- Leadership skills

## Additional qualities

These may include:

- A disposition for change
- A methodical approach
- A sense of initiative and drive
- Accuracy
- An ability to see the bigger picture
- An inquisitive mindset
- Assertiveness
- Attention to detail
- Business acumen
- Critical thinking skills
- Flexibility
- Highly focused and goal-oriented
- Tact
- Versatility

## Related career opportunities

- Diplomat
- Foreign Policy Advisor
- Management and Organisation Analyst
- Policy Administration Professional
- Policy Consultant
- Research Analyst

**Alternative titles:** Business Manager, Administrative Services Manager



## Job description and duties

Business Services and Administration Managers lead and oversee a firm's day-to-day activities and employees. A Business Services and Administration Manager is typically expected to:

- Organise and coordinate support operations
- Oversee the activities of other employees
- Provide feedback to employees in order to improve their work and achieve further efficiencies
- Plan and manage projects
- Evaluate whether the company or department is aligned with its strategic and financial goals
- Ensure that the company has adequate and suitable resources (e.g. supplies, equipment, and human resources) to perform its day-to-day activities
- Recruit, train and evaluate new employees (where applicable)
- Maintain positive relationships with strategic partners, suppliers and vendors
- Represent the company at external conferences and events (where applicable)

- Collate, analyse and interpret external and internal data
- Prepare progress reports for upper management
- Ensure that the company adheres to the applicable regulations

## Work environment

Business Services and Administration Managers may work in small and large private companies across different industries. The work involves office-based tasks and also liaising with staff, clients and other business stakeholders.

Business Services and Administration Managers typically work full-time, however working additional hours may be required in order to meet tight deadlines or during periods of exceptional activity.

## Occupation data

Number of employees (2017)	2,940
Share of foreigners (2017)	32%
Job Outlook (2018 - 2022)	27%
Median Pay (per annum)	€28,600

## Entry level education / special licences / warrants

Previous experience in a more junior role is typically a requirement to fulfil the position of a Business Services and Administration Manager. Additionally, a qualification at MQF Level 6 or higher is also required. Although qualifications



# Sales and Marketing Manager

will vary according to the industry one is operating in, qualifications in Management, Business and Commerce may provide entry to this occupation. Training programmes include:

- Bachelor of Commerce (Honours) in Management (University of Malta) (MQF Level 6)
- Bachelor of Arts (Honours) in Business Enterprise (MCAST) (MQF Level 6)
- Executive Master of Business Administration (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Business Services and Administration Managers are expected to have:

- An understanding of the industry the organisation is operating in
- Knowledge of internal processes and procedures
- Knowledge of the products and/or services being promoted
- An understanding of business accounting and finance
- The ability to behave in line with the organisation's brand standards
- Personnel management skills
- Leadership skills
- Presentation skills

- The ability to deal with conflict
- Knowledge of health and safety procedures

Transferable skills should include:

- Strong communication skills in English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A high level of ambition and drive
- A proactive attitude
- Accountability
- Accuracy
- An entrepreneurial mindset
- Attention to detail
- Business acumen
- Confidence
- Creativity
- Critical thinking skills
- Flexibility
- Innovation
- Persistence

## Related career opportunities

- Administrative Officer
- Office Coordinator
- Professional Services Manager

**Alternative titles:** Sales and Marketing Account Manager, Chief Marketing Officer



## Job description and duties

Sales and Marketing Managers are responsible for planning, promoting and selling an organisation's products and/or services. Although duties vary according to the size of the organisation, a Sales and Marketing Manager is typically expected to:

- Identify new business opportunities and approach prospective clients
- Develop a sales strategy
- Conduct sales projections and detailed analysis of sales data
- Determine optimal prices and potential discount rates
- Prepare budgets, targets and timelines
- Plan marketing strategies through promotional and advertising campaigns
- Negotiate terms and conditions of agreements and contracts
- Organise events aimed at promoting the organisation's products and/or services
- Conduct social media campaigns and maintain an online presence

- Monitor the market to see if the full potential market share is being analysed and absorbed
- Gauge performance of products and/or services
- Analyse customer feedback and evaluate potential improvements
- Resolve customer complaints attributed to the company's products and/or services
- Liaise regularly with business contacts including dealers, distributors and intermediaries
- Overseeing the selection, training and performance of staff

It may be the case that a Sales and Marketing function is split between two Managers, i.e. Sales Manager and Marketing Manager. In such cases, the two functions typically work very close together in order to achieve targets.

## Work environment

Sales and Marketing Managers are required in many settings including retail and wholesale, engineering and construction, manufacturing, transportation and storage, hospitality and tourism, information and communications technology and health. Sales and Marketing Managers typically work in an office environment and also meet with clients outside the office. This role may require travelling and attending events like product and/or service launches, fairs, expos and conferences.

Sales and Marketing Managers typically work 40 hours a week from Monday to Friday. Working during weekends may also be required.

## Occupation data

Number of employees (2017)	1,000
Share of foreigners (2017)	35%
Job Outlook (2018 - 2022)	+27%
Median Pay (per annum)	€25,000

## Entry level education / special licences / warrants

Previous experience in a sales and/or marketing-related position is often a requirement.

Additionally, a qualification at MQF Level 6 or higher in relevant areas including business, sales and marketing, management or commerce may be required by the employer.

Training programmes include:

- Bachelor of Arts (Honours) in Business Enterprise (MCAST) (MQF Level 6)
- Bachelor of Commerce (Honours) in Marketing (University of Malta) (MQF Level 6)
- Bachelor of Commerce (Honours) in Management (University of Malta) (MQF Level 6)

Additionally, a Master Degree in business-related areas such as the following may be considered an asset:

- Executive Master of Business Administration (University of Malta) (MQF Level 7)
- Master of Science in Strategic Management and Marketing (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Sales and Marketing Managers are expected to have:

- Commercial awareness and business skills
- An understanding of the industry the organisation is operating in
- Knowledge of the products and/or services being promoted
- Knowledge of competitors' activities and pricing strategies
- An understanding of consumer psychology
- The ability to conduct market research
- The ability to behave in line with the organisation's brand standards
- Knowledge of consumer rights
- Public speaking skills and the ability to deliver presentations
- Personnel management skills
- The ability to persuade, influence, negotiate and network successfully
- The ability to build long-lasting business relationships
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Strong communication skills in Maltese and/or English
- IT skills
- Digital marketing skills
- Customer care skills
- Organisational and planning skills
- Time management skills and the ability to cope with the pressure of demanding targets and tight deadlines

- Analytical, problem solving and decision making skills
- Leadership skills and the ability to motivate and coach team members
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A goal-oriented approach
- A high level of drive and ambition
- A proactive attitude
- Accountability
- An entrepreneurial mindset
- Charisma
- Confidence
- Flexibility
- Persistence
- The ability to be creative and innovative

## Related career opportunities

- Advertising and Public Relations Manager
- Advertising Planner
- Brand Manager
- Digital Marketing Specialist
- Director of Sales and Marketing

# Research and Development Manager

**Alternative titles:** Product/Process Development Manager, Research Manager, Research and Development Scientist



## Job description and duties

Research and Development Managers are responsible for managing and coordinating research and development activities within an organisation. A Research and Development Manager is typically expected to:

- Implement and lead research projects in order to create innovative or enhanced products, processes or services
- Establish budgets and monitor expenses
- Monitor effectiveness of research and development activities
- Suggest recommendations based on research findings
- Communicate research findings and progress to relevant stakeholders
- Work in multidisciplinary teams with other professionals, such as Engineers and Scientists
- Supervise and train a team of Researchers and other technical and professional staff
- Oversee the recruitment, training and evaluation of new employees
- Mentor and provide feedback to employees in order to improve their work and achieve

further efficiencies

- Keep informed on developments relevant to the field of interest
- Assist in the preparation and submission of research proposals and tender bids
- Apply for research funding or grants
- Represent the organisation at seminars, conferences and other events

## Work environment

Research and Development Managers commonly work in various sectors such as manufacturing, life sciences, healthcare, information and communications technology, engineering and technology. Common work settings include offices, factories, laboratories and universities.

Research and Development Managers typically work on a full-time basis, from Monday to Friday. Working overtime or during weekends may be required in the event of a tight deadline.

## Occupation data

Number of employees (2017)	119
Share of foreigners (2017)	42%
Job Outlook (2018 - 2022)	+28%
Median Pay (per annum)	€29,000

## Entry level education / special licences / warrants

Working as a Research and Development Manager would generally require experience in the specific field of research one is working in

and a qualification at MQF Level 7 or higher in a subject area related to the research being conducted, such as engineering, medicine and science. Training programmes may include:

- Master of Science in Applied Chemistry (University of Malta) (MQF Level 7)
- Master of Science in Petroleum Studies (University of Malta) (MQF Level 7)
- Master of Science in Integrated Product Development (University of Malta) (MQF Level 7)
- Master of Science in Microelectronics and Nanoelectronics (University of Malta) (MQF Level 7)
- Master of Science in Biomedical Cybernetics (University of Malta) (MQF Level 7)
- Master of Science in Molecular Pharmacology (University of Malta) (MQF Level 7)
- Master in Psychology (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

## Knowledge and skills

Research and Development Managers are expected to have:

- An understanding of the industry the organisation is operating in
- Professional, technical or scientific expertise related to the field one is conducting research in
- Knowledge of quantitative and qualitative research methodologies
- Data analysis and interpretation skills
- Investigative skills

- Report writing skills
- Personnel management skills and knowledge of project management models
- Leadership skills
- An understanding of business accounting and finance
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Communication skills
- Organisational and planning skills
- Time management skills, the ability to work under pressure and adhere to deadlines
- Problem analysis, problem solving and decision making skills
- The ability to work independently and as part of a team
- The ability to react swiftly to changing circumstances

## Additional qualities

These may include:

- A proactive attitude
- Accountability
- Accuracy
- Ambition
- An ability to see the bigger picture
- Analytical
- Attention to detail
- Business acumen
- Creativity
- Critical thinking skills
- Focused
- Inquisitiveness
- Methodical

## Related career opportunities

- Analytical Chemist
- Quality Manager
- Research Analyst



# Manufacturing Manager

**Alternative titles:** Production and Operations Manager (Manufacturing), Operations Manager, Operations Engineer, Plant Manager



- Attend staff meetings to discuss production data with subordinates and provide necessary guidance
- Liaise with Manufacturing Supervisor and the HR department on staffing and training matters
- Liaise with the health and safety representative to ensure cooperation and adherence to such policies across the board

When the Manufacturing Manager is an Engineer, he or she may also be responsible for the technical team.

## Work environment

The role of Manufacturing Manager may be found across various industries, including but not limited to pharmaceuticals, plastics, food and beverage, furniture, electronic equipment, cosmetics and medical devices. Manufacturing Managers normally work in an office environment and also spend time on the shop floor with their team.

A Manufacturing Manager works 40 hours from Monday to Friday during office hours. However, hours can vary according to company needs. Working during weekends may also be required.

## Occupation data

Number of employees (2017)	163
Share of foreigners (2017)	25%
Job Outlook (2018 - 2022)	+10%
Median Pay (per annum)	€27,400

## Entry level education / special licences / warrants

Previous experience in a supervisory role within the manufacturing sector is often a requirement to fulfil the position of Manufacturing Manager. Formal qualifications in Management, Business, Engineering or related areas is required when the candidate has no work experience. Training programmes may include:

- Advanced Diploma in Manufacturing (MCAST) (MQF Level 4)
- Higher Diploma in Administration and Management (University of Malta) (MQF Level 5)
- Bachelor of Arts in Business Enterprise (MCAST) (MQF Level 6)
- Bachelor of Engineering (Honours) in Mechanical Engineering (Manufacturing) (MCAST) (MQF Level 6)
- Bachelor of Engineering (Honours) in Electrical and Electronic Engineering (University of Malta) (MQF Level 6)
- Bachelor of Commerce (Honours) in Management (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Manufacturing Managers are expected to have:

- An understanding of the manufacturing industry and the specific field the plant is operating in
- An understanding of all the functions (e.g. Finance, Human Resources, Quality, Technical) within the manufacturing plant
- An understanding of the raw material, its usage and the product
- The ability to draft production and operational policies
- The ability to devise a strategy as to how resources are allocated to meet targets
- An understanding of technical breakdowns and machinery
- Forecasting skills to ensure requirements are met
- Leadership skills and the ability to motivate and coach team members
- Negotiation skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Strong communication skills in Maltese and/or English
- Numeracy skills
- IT skills
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills and the ability to work under pressure
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- A high level of drive and ambition
- A technical orientation
- A willingness to learn, embrace change and innovation
- Accountability
- Attention to detail
- Confidence
- Flexibility
- The ability to be firm but fair

- The ability to be proactive
- The ability to motivate others
- The ability to remain calm

### Related career opportunities

- Logistics Manager
- Manufacturing Process Designer
- Mechanical Engineer
- Production Supervisor
- Quality Assurance Manager
- Technical Engineer
- Training and Development Manager

- Formulate reports concerning work progress, costs and scheduling to ensure that the project is completed on time and within budget
- Liaise with *Periti* and staff from government authorities, including health and safety inspectors and building inspectors
- Ensure construction work is being carried out in accordance with building regulations
- Investigate reports of damage at construction sites to ensure proper procedures are being carried out
- Be involved in the recruitment and selection of workers and sub-contractors
- Assist in the preparation and submission of tender bids

### Entry level education / special licences / warrants

Construction Managers typically have extensive work experience in the building and construction sector in other supervisory, technical or trade roles. Alternatively, training programmes which may provide the opportunity to gain the required skills include:

- Bachelor of Science (Honours) in Construction Engineering (MCAST) (MQF Level 6)
- Bachelor of Science (Honours) in Building Services Engineering (MCAST) (MQF Level 6)
- Bachelor of Science (Honours) in Construction Engineering (Civil Engineering) (MCAST) (MQF Level 6)
- Bachelor of Science (Honours) in Built Environment Studies (University of Malta) (MQF Level 6)
- Master of Science in Project Management (University of Malta) (MQF Level 7)
- Master of Engineering (Civil Engineering) (University of Malta) (MQF Level 7)
- Master of Engineering (Structural Engineering) (University of Malta) (MQF Level 7)
- Master of Engineering (Engineering with Management) (University of Malta) (MQF Level 7)

Occupation Code: 1323

## Construction Manager

**Alternative titles:** Site Manager, Project Manager (Construction), Construction Contractor, Project Supervisor



### Job description and duties

Construction Managers coordinate all construction processes to ensure that a project is completed on time and within budget. A Construction Manager is typically expected to:

- Plan, organise and direct activities concerned with the construction and maintenance of

structures, facilities, and systems

- Liaise with supervisory personnel to discuss work procedures, complaints, and construction problems
- Prepare estimation of costs, budgets and construction timeframes (where applicable)
- Inspect and review construction work, repair projects and reports to ensure work conforms to specifications
- Study job specifications to plan and approve construction of project
- Direct and supervise workers on construction sites to ensure the project meets specifications
- Assign workers to construction work projects
- Interpret and explain plans and contract terms to administrative staff, trade workers and clients

### Work environment

Construction Managers are typically employed by building contractors, construction companies, turnkey contractors, architecture and project management firms and other businesses that deal with the construction of homes and other buildings in the private sector.

Construction Managers typically work on a full-time basis. The role involves being on call and working during weekends may be required in order to meet project deadlines. Although Construction Managers typically work from a main office, regular on-site visits and meetings with clients may be required to monitor the project. For those working on multiple projects, frequent travel between sites is required.

### Occupation data

Number of employees (2017)	171
Share of foreigners (2017)	32%
Job Outlook (2018 - 2022)	+16%
Median Pay (per annum)	€20,000

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.



# Transport and Storage Manager

A valid driving licence is typically required for this role.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Construction Managers are expected to have:

- Knowledge of any raw materials that need to be used in construction
- Knowledge of processes, quality control, costs and other techniques for maximizing the efficiency of the work
- Knowledge of any materials and tools as well as methods, needed in the construction or repair of houses, buildings, or other structures such as highways and roads
- An understanding of customer needs and the ability to meet quality standards
- Knowledge of relevant machines and tools, including their uses, repair and maintenance
- Knowledge of building regulations
- People management and leadership skills in order to lead a team of construction workers
- Financial management skills
- Negotiation skills
- Networking skills and the ability to maintain professional relationships
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Strong communication skills in Maltese and/or English
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure and meet deadlines

- The ability to work independently and as part of a team
- Managing multicultural and multilingual teams

## Additional qualities

These may include:

- A methodical approach to work
- A sense of initiative
- Accuracy
- Assertiveness
- Attention to detail
- Business acumen
- Diligence
- Efficiency
- Flexibility
- Proactive and energetic attitude

## Related career opportunities

- Building Services Installation and Design Manager
- Civil Engineering Technician
- Design Manager
- Estate and Facilities Manager
- Foreman/Forewoman
- Occupational Health and Safety Specialist
- Quality Assurance Manager
- Tendering and Estimating Manager

**Alternative titles:** Logistics Manager, Logistics and Distribution Manager, Supply and Distribution Manager, Transport Company Manager, Warehouse Manager



## Job description and duties

Transport and Storage Managers are responsible for overseeing the activities involved in operating transportation systems for cargo. A Transport and Storage Manager is typically expected to:

- Plan, lead and monitor storage and distribution services
- Identify and implement policies and procedures
- Ensure that the fastest and most cost efficient routes are planned
- Manage relationships with customers, suppliers and sub-contractors
- Negotiate terms and conditions of agreements and contracts
- Allocate and monitor budgets
- Monitor and manage stock levels
- Monitor the dispatch of motor vehicles, aircraft or sea vessels
- Ensure transportation schedules are adhered to

- Monitor administrative and operational functions
- Deal with technical difficulties and take action to resolve any issues
- Ensure the necessary paperwork, such as shipping documentation, is in order
- Ensure that staff respond to customer queries and complaints in a prompt manner
- Ensure routine maintenance is carried out on vehicles and equipment
- Participate in the recruitment and training of new employees
- Plan and prepare staff schedules and rosters
- Carry out performance reviews

## Work environment

Transport and Storage Managers typically work in the private sector with export and import companies.

The role is typically on a full-time basis and working hours will vary according to company needs. Transport and Storage Managers may either work Monday to Friday during office hours or else work on shift basis, which would require working during evenings, weekends and public holidays.

A Transport and Storage Manager's duties require one to work in different settings, including in an office environment, on the shop floor or at a warehouse.



## Occupation data

Number of employees (2017)	137
Share of foreigners (2017)	18%
Job Outlook (2018 - 2022)	+21%
Median Pay (per annum)	€22,700

## Entry level education / special licences / warrants

Previous experience in the transportation sector is often a requirement to work as a Transport and Storage Manager. Additionally, a qualification at MQF Level 5 or higher in Logistics and Transportation, Business Administration, Management, Commerce or related area would typically be required. Training programmes include:

- Higher Diploma in Logistics and Transportation Management (University of Malta) (MQF Level 5)
- Bachelor of Arts (Honours) in Business Enterprise (MCAST) (MQF Level 6)
- Bachelor of Commerce (Honours) in Management (University of Malta) (MQF Level 6)

Additionally, a Master Degree in business-related areas such as the following may be considered an asset:

- Executive Master of Business Administration (University of Malta) (MQF Level 7)
- Master of Science in Strategic Management and Marketing (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular

MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Transport and Storage Managers are expected to have:

- Knowledge of logistics and chain supply
- Knowledge of warehouse and inventory management
- Knowledge of transportation regulations
- An understanding of Geographic Information Systems (GIS)
- The ability to interpret data
- An understanding of customer requirements
- An understanding of business accounting and finance
- Personnel management skills
- Project management skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Strong communication skills in Maltese and/or English
- IT skills
- Customer care skills
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills
- The ability to cope with the pressure of demanding targets and tight deadlines
- The ability to work independently and as part of a team
- The ability to persuade, negotiate and network successfully
- Leadership skills

## Additional qualities

These may include:

- A high level of ambition and drive
- A proactive attitude
- A results-driven approach
- Accountability
- An entrepreneurial mindset
- Attention to detail
- Commercial awareness

- Creativity
- Drive
- Flexibility
- Precision

## Related career opportunities

- Freight Forwarder
- Purchasing Manager
- Transportation Planner

Occupation Code: 1330

# ICT Services Manager

**Alternative titles:** Technology Services Manager, ICT Development Manager, Chief Information Officer



## Job description and duties

Information and Communications Technology Services Managers are responsible for the overall management and coordination of a number of processes relating to an organisation's computer and telecommunications system. In certain cases, Information and Communications Technology Services Managers may be responsible for a specific section of information and communications technology services, such as security, information systems and

telecommunications. Either way, an Information and Communications Technology Services Manager is typically expected to:

- Understand and assess the organisation's needs (in terms of technology, support, and security requirements) and suggest innovative solutions that meet such needs
- Recommend and implement information and communications technology policies and strategies in line with the organisation's needs
- Manage projects by creating schedules, managing budgets and other resources and ensuring deadlines are met
- Monitor and ensure continuous improvement of the computer and telecommunications system
- Ensure all standards and policies related to computer and telecommunications systems are met and adhered to, including those related to security

- Develop and maintain professional relationships with other departments and suppliers
- Liaise with the Enterprise Architect in order to provide technical advice and assistance to users in various departments and departmental system managers
- Manage and assess performance of staff
- Identify staffing requirements and participate in the recruitment and training process of new employees
- Keep updated with new developments in the information and communications technology industry, product releases and news

### Work environment

Information and Communications Technology Services Managers are employed across a diversity of sectors by any organisation which relies on information and communications technology systems. This role may involve specialising in the information and communications technology needs and demands related to a particular industry, such as healthcare and financial services.

Information and Communications Technology Services Managers typically work in an office environment and may be required to attend meetings outside the office. The role is typically on a full-time basis from Monday to Friday. Working outside normal office hours or working overtime may be required.

### Occupation data

Number of employees (2017)	388
Share of foreigners (2017)	45%
Job Outlook (2018 - 2022)	+37%
Median Pay (per annum)	€28,100

### Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communications technology sector. Due to this, qualification requirements may vary between employers. Industry certifications are also highly regarded within this sector and on-the-job training is usually offered by the employer.

To work as an Information and Communications Technology Services Manager, a combination of work experience and qualifications is typically required. Training programmes include:

- Bachelor of Science (Honours) in Business and Information Technology (University of Malta) (MQF Level 6)
- Bachelor of Science in Information Technology (Honours) (Computing and Business) (University of Malta) (MQF Level 6)

Additionally, a post-graduate qualification in Information and Communications Technology, Management, Business or related fields may be considered an asset. Training programmes include:

- Master of Science in Information and Communications Technology (Computer Information Systems) (University of Malta) (MQF Level 7)
- Executive Masters in Business Administration (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

### Knowledge and skills

Information and Communications Technology Services Managers are expected to have:

- An understanding of the industry the organisation is operating in
- Knowledge of network maintenance and operating systems (where applicable)
- Knowledge of customer services management
- Knowledge of Networks Security Architecture (where applicable)
- Knowledge of information systems and applications
- Financial and business accounting skills
- Project management skills
- Personnel management skills
- Negotiation skills
- Knowledge of data protection policies, data security procedures and health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in English
- Organisational and planning skills
- The ability to approach problems in a logical manner
- Decision making skills
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- The ability to persuade, negotiate and network successfully
- Leadership skills

### Additional qualities

These may include:

- A client-oriented approach
- A commitment to learning
- A high level of ambition and drive
- A passion for technology
- A proactive attitude
- A solution-oriented approach
- An entrepreneurial mindset
- An inquisitive mindset
- Attention to detail
- Business acumen
- Critical thinking skills
- Logical thinking
- Persistence
- Presentation skills

### Related career opportunities

- Commercial Sales Manager (ICT)
- Computer Network Professional
- ICT Business Development Manager
- ICT Operations Manager
- ICT Security Professional
- ICT Services Delivery Manager



# Educational Institution Manager

**Alternative titles:** Head of School, Director of Studies, Headmaster/Headmistress, School Principal, Dean



## Job description and duties

Educational Institution Managers are responsible for the teaching and learning carried out in Schools or Further and Higher Education Institutes through monitoring the teaching/lecturing staff. An Educational Institution Manager is typically expected to:

- Head the implementation and development of the educational programme
- Monitor the implementation of the School Development Plan
- Oversee the design, adjustment and evaluation of training tools, tests, curricula, training modules and plans
- Identify personnel needs and participate in the recruitment of new employees
- Mentor and provide professional support and guidance to teaching/lecturing staff, administrative staff and students
- Ensure that teaching/lecturing staff undergo the required training
- Mediate any interpersonal conflicts between staff

- Manage and coordinate administrative duties
- Control administrative operations such as budget planning, report preparation and expenditure on supplies, equipment and services
- Apply for funds and encourage participation in EU projects and other projects
- Lead performance appraisal processes

## Work environment

An Educational Institution Manager may work in a variety of educational settings including State, Independent or Church Schools or Further and Higher Education Institutes. The work is mainly office-based and Educational Institution Managers typically work on a full-time basis from Monday to Friday.

## Occupation data

Number of employees (2017)	149
Share of foreigners (2017)	5%
Job Outlook (2018 - 2022)	+11%
Median Pay (per annum)	€25,200

## Entry level education / special licences / warrants

To work as an Educational Institution Manager in State and Church Schools or in a Further and Higher Education Institution, one must be a Teacher and have several years of teaching experience.

Additionally, a qualification at MQF Level 7 in Education, Management or a relevant area is required. Training programmes include:

- Master of Arts in Educational Leadership and Management (University of Malta) (MQF Level 7)
- Master of Arts in Catholic School Leadership (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

Entry requirements for Independent Schools or Further and Higher Education Institutes may vary.

## Knowledge and skills

Educational Institution Managers are expected to have:

- Knowledge of different models of leadership and management in education
- An understanding of the policy context in which the education sector operates
- Knowledge of curriculum design and development
- The ability to design improvement strategies and knowledge of evaluation techniques
- The ability to understand and deal with issues of multiculturalism in educational settings
- Knowledge of budgeting and finance
- Leadership and personnel management skills
- Project management skills

- Negotiating skills
- Conflict management skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Strong writing skills in English
- IT skills
- Organisational and planning skills
- Problem analysis, problem solving skills and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A passion for and commitment to education
- An interest in students' learning
- Confidence
- Creativity
- Critical thinking skills
- Determination
- Drive
- Enthusiasm
- Flexibility
- Patience
- Strong willed
- The ability to maintain order and discipline

## Related career opportunities

- Education Officer
- Other Language Teachers
- Teacher
- Teacher of English as a Foreign Language (TEFL)
- University and Higher Education Lecturer



# Hotel General Manager

**Alternative titles:** Hotel Manager, Guest House Manager



## Job description and duties

Hotel General Managers occupy the most senior role within a hotel, and are responsible for the overall running of the hotel operations. Responsibilities may vary depending on the size of the hotel and whether the hotel is part of an international chain, however a Hotel General Manager is typically expected to:

- Ensure that hotel operations and the different functions run smoothly
- Plan and organise accommodation, catering and other hotel services through their operational teams
- Analyse financial information and set annual budgets in conjunction with the Financial Controller
- Liaise with the sales and marketing department in order to set sales and marketing strategies to actively promote the hotel facilities
- Maintain a good relationship with top management and analyse plans and targets
- Manage staff
- Deal with customer complaints and comments

- Liaise with the Human Resources Manager during the recruitment of staff
- Support all departments within the hotel
- Liaise with the Health and Safety Manager and ensure the hotel follows regulations such as health and safety and licencing laws
- Be present for important events taking place at the hotel
- Maintain a good relationship with local and foreign customers/guests/stakeholders

In smaller establishments, Hotel General Managers may also be expected to:

- Organise the maintenance of the building
- Make sure security and health and safety is effective
- Ensure events run smoothly
- Devise the marketing and sales strategy

## Work environment

Hotel General Managers divide their time between office work, meetings, speaking to guests around the hotel and observing operations. Working hours may vary according to the type of hotel although one may expect to work long hours as well as evenings, weekends and public holidays. Some travel may be required if the hotel forms part of an international chain.

## Occupation data

Number of employees (2017)	159
Share of foreigners (2017)	30%
Job Outlook (2018 - 2022)	+13%
Median Pay (per annum)	€21,500

## Entry level education / special licences / warrants

To become a Hotel General Manager one would require a number of years of experience in the hospitality and tourism industry. Hotel General Managers are generally appointed after a series of hotel roles working in sales, finance or operations. Skills are gained on-the-job and through experience.

Additionally, a qualification at MQF Level 5 or higher in Hospitality, Business or related area may be required. Training programmes include:

- Higher National Diploma in Travel and Tourism Management (ITS) (MQF Level 5)
- Higher National Diploma in Rooms Division Management (ITS) (MQF Level 5)
- Bachelor in International Hospitality Management (Honours) (ITS) (MQF Level 6)
- Bachelor of Arts (Honours) in Tourism Studies (University of Malta) (MQF Level 6)
- Executive Master of Business Administration in Hospitality and Event Management (part-time) (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Hotel General Managers are expected to have:

- Knowledge of food and beverage/catering, rooms, human resources, sales and marketing and other hotel departments

- A thorough understanding of the hotel brand and culture, particularly when working for an international hotel chain
- Knowledge of hotel facilities and services
- Knowledge of hotel management software
- Cultural knowledge of Malta and knowledge of the area the hotel is situated in
- Leadership skills and the ability to lead a diverse team
- Business and financial skills
- Negotiation skills
- Networking skills
- Entrepreneurial skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in English and preferably in a foreign language
- IT skills
- Customer care skills
- Numeracy skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management skills, the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- The ability to interact with people from different cultures

## Additional qualities

These may include:

- A commitment to quality
- A passion for the hospitality and tourism industry
- A positive attitude
- A proactive and energetic approach
- A result-oriented approach
- A smart appearance
- Attention to detail
- Business acumen

- Flexibility
- Self-motivation

### Related career opportunities

- Conferencing and Banqueting Manager
- Guest Relations Manager
- Hospitality Revenue Manager
- Hotel Operations Manager
- Restaurant Owner

### Entry level education / special licences / warrants

To work as a Restaurant and Café Manager, one would require a Food Handling Licence, a Food Hygiene Certificate and a Hazard Analysis and Critical Control Point (HACCP) certificate.

Experience is highly valued in catering and to work as a Restaurant and Café Manager, one would typically have gained significant experience working at a supervisory level.

Additionally, a qualification in food and beverage or related area may be required.

Training programmes include:

- Higher National Diploma in Food and Beverage Service Operations (ITS) (MQF Level 5)
- Bachelor in International Hospitality Management (Honours) (ITS) (MQF Level 6)
- Bachelor of Arts (Honours) in Tourism Studies (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Restaurant and Café Managers are expected to have:

- Knowledge of the menu being offered and of catering in general
- Knowledge of food production processes
- Knowledge of different dietary requirements and food allergies
- The ability to balance customer and business

priorities

- The ability to manage/lead a diverse team and work in a multicultural environment
- Knowledge of Point of Sale (POS) software
- Financial, budgeting and stocktaking skills
- Negotiation skills
- Personnel management skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Verbal and written communication skills in Maltese and/or English
- IT skills
- Customer care skills
- Numeracy skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure

### Additional qualities

These may include:

- A commitment to quality
- A passion for food and beverage
- A result-oriented approach
- A sense of discipline
- A smart appearance
- An energetic approach
- An entrepreneurial mindset
- Business acumen
- Diligence
- Efficiency
- Flexibility
- Fluency in foreign languages
- Patience
- Physical stamina
- Self-motivation

Occupation Code: 1412

# Restaurant, Café, Catering Establishment Manager

Alternative title: Food and Beverage Manager



- Liaise with suppliers and service providers
- Liaise with the Executive Chef/Chef on a number of matters, including supplies required
- Participate in the development of menus
- Participate in the recruitment and training of new employees
- Make sure the restaurant follows regulations such as licencing laws and health and safety laws

### Work environment

Restaurant and Café Managers are typically employed on a full-time basis. Some Restaurant and Café Managers may be self-employed and run their own establishment. Working hours may include weekends and public holidays.

### Occupation data

Number of employees (2017)	418
Share of foreigners (2017)	33%
Job Outlook (2018 - 2022)	+13%
Median Pay (per annum)	€18,000

### Job description of duties

Restaurant and Café Managers are responsible for the day-to-day running of the establishment. Responsibilities may vary depending on the size of the establishment. A Restaurant and Café Manager is typically expected to:

- Set business targets
- Devise the marketing and sales strategy
- Manage staff
- Deal with customer queries and complaints
- Ensure standard of quality in food preparation and service
- Schedule rosters and ensure sufficient staffing levels
- Control and monitor finances, budgets and keep record of invoices



### Related career opportunities

- Banqueting Manager
- Conference and Events Planner
- Food and Beverage Manager
- Hotel Manager

- Hotel Operations Manager
- Restaurant and Catering Supervisor
- Sommelier

Occupation Code: 1420

## Wholesale and Retail Manager

**Alternative titles:** Retail Operations Manager, Retail Area Manager, Outlet Manager, Store Manager, Supermarket Manager



- Negotiate terms and conditions of agreements and contracts with suppliers
- Supervise the positioning and display of merchandise in the shop
- Assist in the development and execution of marketing strategies
- Receive and handle customer complaints
- Be responsible for the provision of excellent customer service, including after sales service
- Control selection, training and supervision of staff
- Carry out performance reviews

### Work environment

Wholesale and Retail Managers typically work 40 hours a week. Working during evenings, weekends and public holidays may also be required during festive season and sales period.

A Wholesale and Retail Manager's duties require one to spend time both in the shop and in an office.

### Job description and duties

Wholesale and Retail Managers are responsible for overseeing the activities involved in operating commercial outlets which sell products on a retail or wholesale basis. A Wholesale and Retail Manager is typically expected to:

- Manage relationships with customers and suppliers
- Allocate and monitor budgets
- Purchase merchandise
- Set sales targets for the team and keep track of sales performance
- Schedule and monitor regular stock takes

### Occupation data

Number of employees (2017)	400
Share of foreigners (2017)	12%
Job Outlook (2018 - 2022)	+18%
Median Pay (per annum)	€15,200

### Entry level education / special licences / warrants

Previous experience in the wholesale and retail sector is often a requirement.

Additionally, a qualification at MQF Level 5 or higher in relevant areas including business administration, management or commerce may be required by employers. Training programmes include:

- Diploma in Commerce (University of Malta) (MQF Level 5)
- Higher Diploma in Administration and Management (University of Malta) (MQF Level 5)
- Bachelor of Commerce (Honours) in Management (University of Malta) (MQF Level 6)
- Bachelor of Arts (Honours) in Business Enterprise (MCAST) (MQF Level 6)
- Executive Master of Business Administration (University of Malta) (MQF Level 7)
- Master of Science in Strategic Management and Marketing (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Wholesale and Retail Managers are expected to have:

- Commercial awareness and business skills
- An understanding of store sales, wholesale and retail management
- Knowledge of the products and/or services being promoted
- Knowledge of competitors' activities and pricing strategies
- The ability to conduct market research
- An understanding of business accounting and finance
- An understanding of supply chain function
- The ability to behave in line with the organisation's brand standards
- Personnel management skills
- The ability to persuade, influence, negotiate and network successfully
- The ability to build long-lasting business relationships

Transferable skills should include:

- Interpersonal skills
- Strong communication skills in Maltese and/or English
- IT skills
- Customer care skills
- Organisational and planning skills
- Time management skills and the ability to cope with the pressure of demanding targets and tight deadlines
- Analytical, problem solving and decision making skills
- Leadership skills and the ability to motivate and coach team members
- The ability to work independently and as part of a team



### Additional qualities

These may include:

- A goal-oriented approach
- A high level of drive and ambition
- A proactive attitude
- Accountability
- An entrepreneurial mindset
- Business acumen
- Charisma
- Confidence

- Efficiency
- Enthusiasm
- Flexibility
- Persistence
- The ability to be innovative

### Related career opportunities

- Distributor
- Franchise Owner
- Purchasing Manager
- Warehouse Manager

- Ensure the provision of a high level of service
- Ensure compliance with health and safety regulations

### Work environment

Sports, Recreation and Cultural Centre Managers are employed by public and private organisations. Work settings vary and may include hotels, casinos, cinemas, sports centres, theatres and cultural centres. The work involves office-based tasks and also liaising with staff, clients and other organisational stakeholders.

Sports, Recreation and Cultural Centre Managers typically work full-time. Working additional hours and during weekends may be required.

### Occupation data

Number of employees (2017)	72
Share of foreigners (2017)	33%
Job Outlook (2018 - 2022)	+41%
Median Pay (per annum)	€24,000

### Entry level education / special licences / warrants

To work as a Sports, Recreation and Cultural Centre Manager, one would typically require extensive experience in a professional or technical role related to the services being provided.

In addition to experience, a qualification at MQF Level 7 or higher in Business Administration, Management or related fields may also be required, depending on the setting. Training programmes include:

- Executive Master in Business Administration (MBA) (University of Malta) (MQF Level 7)

- Master of Science in Strategic Management and Marketing (University of Malta) (MQF Level 7)

Additionally, specific qualifications may be required depending on the services being provided.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

### Knowledge and skills

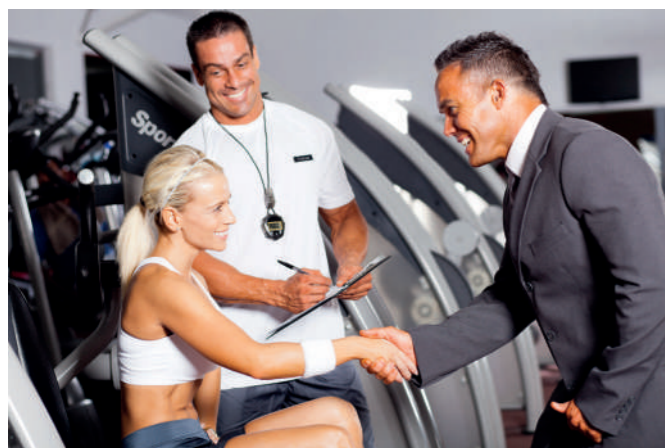
Sports, Recreation and Cultural Centre Managers are expected to have:

- An understanding of the industry (recreation, sport, art or culture) the organisation is operating in
- Professional or technical expertise related to the services being provided
- An understanding of business accounting and finance
- Networking skills and the ability to foster effective working relationships
- Project management skills
- Personnel management skills
- Leadership skills
- Knowledge of health and safety procedures

Occupation Code: 1431

## Sports, Recreation and Cultural Centre Manager

**Alternative titles:** Casino Manager, Cinema Manager, Leisure Centre Manager, Sports Centre Manager, Theatre Manager



### Job description and duties

Sports, Recreation and Cultural Centre Managers lead and oversee the day-to-day activities of establishments which deliver recreational services in areas such as sports, art and culture. Although tasks will vary according to the service provided, a Sports, Recreation and Cultural Centre Manager is typically expected to:

- Organise and coordinate service operations
- Develop goals and objectives to ensure a successful and sustainable operation
- Ensure that the organisation has adequate and suitable resources (e.g. supplies, equipment and human resources) to perform its day-to-day activities
- Manage budget plans and control expenditure
- Oversee the implementation of policies and procedures
- Oversee promotional and marketing initiatives
- Oversee the activities of professional, technical, administrative and other staff
- Participate in the recruitment, training and evaluation of new employees
- Liaise, cooperate and maintain positive relationships with other entities operating within the same or related areas

# Chemist

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving skills and the ability to take timely decisions
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A goal-oriented approach
- A high level of ambition
- A proactive attitude
- Accountability
- Accuracy
- An entrepreneurial mindset
- Attention to detail
- Business acumen
- Creativity
- Critical thinking skills
- Drive
- Flexibility

## Related career opportunities

- Archivist and Curator
- Business Services and Administration Manager
- General Manager
- Library Manager
- Professional Services Manager

**Alternative titles:** Analytical Chemist, Research Chemist, Quality Control Chemist, Pharmaceutical Chemist



## Job description and duties

Chemists work in various areas such as pharmaceuticals, food processing, forensics and toxicology. Although duties will vary according to area of specialisation, a Chemist is typically expected to:

- Plan, implement and oversee scientific research projects
- Design, perform and monitor scientific experiments in order to develop and/or test products and processes
- Test chemical compounds which can be used for various purposes
- Enhance the quality of existing chemical products
- Perform tests to determine quality and safety of products
- Calibrate laboratory equipment
- Document analysis results and draft reports
- Draft technical reports and present research findings
- Work in multidisciplinary teams with other Scientists, Chemical Engineers and other professionals

- Supervise and train technical staff such as Laboratory Technicians
- Keep informed on developments relevant to the field of interest
- Apply for research funding or grants (where applicable)
- Represent the organisation at seminars, conferences and other events
- Lecture and supervise students (if working in academia)

## Work environment

Chemists may work in the public, private and non-profit sectors, academia, health and medicine, manufacturing and life sciences. Common work settings include factories, laboratories and universities.

Chemists typically work on a full-time basis, from Monday to Friday. Working overtime or during weekends may be required in the event of a tight deadline.

## Occupation data

Number of employees (2017)	68
Share of foreigners (2017)	18%
Job Outlook (2018 - 2022)	+18%
Median Pay (per annum)	€22,400

## Entry level education / special licences / warrants

Working as a Chemist would generally require a qualification at MQF Level 6 or higher in



# Mathematician and Statistician

Chemistry. Training programmes include:

- Bachelor of Science (Honours) in Chemistry (University of Malta) (MQF Level 6)
- Bachelor of Science (Honours) in Chemistry with Materials (University of Malta) (MQF Level 6)
- Master of Science in Chemistry (University of Malta) (MQF Level 7)
- Master of Science in Applied Chemistry (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Chemists are expected to have:

- An understanding of the industry the organisation is operating in
- Proficiency in the area of specialisation
- Knowledge of inorganic, organic, physical, biological and analytical chemistry
- Knowledge of chemical composition, structure, properties and chemical processes
- Knowledge of laboratory procedures
- Proficiency in Mathematics
- The ability to use a variety of equipment and tools
- The ability to use specialised computer software and models
- Knowledge of scientific research methodologies
- Data analysis and interpretation skills
- Investigative skills
- Report writing skills

- Leadership skills
- Knowledge of health and safety procedures
- Presentation skills

Transferable skills should include:

- Interpersonal skills
- Communication skills
- Organisational and planning skills
- Time management skills, the ability to work under pressure and adhere to deadlines
- Problem analysis, problem solving and decision making skills
- The ability to work independently and as part of a team
- The ability to adjust to changing circumstances

## Additional qualities

These may include:

- A goal-oriented approach
- A proactive attitude
- Accuracy
- An ability to see the bigger picture
- Attention to detail
- Being focused
- Creativity
- Critical thinking skills
- Flexibility
- Inquisitiveness
- Manual dexterity
- Methodical

## Related career opportunities

- Biochemist
- Chemical Engineer
- Laboratory Director
- Materials Scientist
- Pharmacist
- Pharmacologist
- Research Support Officer

**Alternative titles:** Operations Research Analyst, Demographer, Gaming Mathematician



## Job description and duties

Mathematicians use advanced mathematical concepts to create and understand mathematical models, analyse data and solve real-world problems. A Mathematician is typically expected to:

- Use mathematical formulas and models to prove or disprove theories
- Apply mathematical theories and techniques to solve practical problems in various fields such as finance, engineering and medicine.
- Analyse data through custom mathematical or statistical models and reach conclusions based on the data
- Improve financial decision making through the analysis of data

Statisticians conduct research in various fields using mathematical methods, statistical concepts and theories and operational methods and techniques. A Statistician is typically expected to:

- Expand the field of knowledge in Statistics by developing statistical theories and methodologies

- Plan and organise surveys and other means of statistical data collection
- Design questionnaires
- Process, analyse, report and publish statistical data
- Determine the correct data collection methods and statistical methods and techniques to be used
- Determine the reliability of research and margin of error
- Prepare scientific papers and reports

## Work environment

Mathematicians and Statisticians may work in the public sector, including the Central Bank of Malta, Malta Financial Services Authority, Ministry for Finance, Economic Policy Department, National Statistics Office, and in the private sector such as in insurance companies, banks and consultancy firms. Mathematicians and Statisticians may also find employment in the academic, manufacturing, gaming or IT sectors.

Mathematicians and Statisticians typically work full-time, however working overtime may be required in order to meet certain tight deadlines.

## Occupation data

Number of employees (2017)	108
Share of foreigners (2017)	13%
Job Outlook (2018 - 2022)	+17%
Median Pay (per annum)	€23,500



# Mechanical Engineer

## Entry level education / special licences / warrants

To work as a Mathematician or a Statistician, a qualification at MQF Level 6 or higher in Mathematics (and another subject) or Statistics and Operations Research (and another subject) is required. Training programmes include:

- Bachelor of Science (Honours) in Mathematics and Statistics and Operations Research (University of Malta) (MQF Level 6)
- Bachelor of Science (Honours) in Computing Science and Operations Research (University of Malta) (MQF Level 6)
- Bachelor of Science (Honours) in Banking and Finance and Mathematics (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is typically offered by the employer.

## Knowledge and skills

Mathematicians and Statisticians are expected to have:

- Proficiency in Mathematics and Statistics
- Knowledge in statistical analysis techniques
- The ability to analyse data and trends and link these to real-world events

- The ability to communicate complex messages to an audience with limited or no technical knowledge
- Well-developed research skills, including the ability to recognise and extract relevant concepts and data

Transferable skills should include:

- Written and verbal communication skills in English
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A solution-oriented approach
- Accuracy
- Attention to detail
- Creativity
- Critical thinking skills
- Inquisitiveness
- The ability to see the bigger picture
- The ability to think outside the box

## Related career opportunities

- Market Research Analyst
- Quantitative Analyst
- Risk Manager

**Alternative titles:** Aeronautical Engineer, Engine Designer



## Job description and duties

Mechanical Engineers focus on creating solutions to problems, which puts them at the centre of the design and implementation of moving parts in a number of industries, which include building and construction, renewable energy, manufacturing, medical, automotive, information and communications technology and aerospace. Their contribution ranges from minor component designs to larger machinery or vehicles. A Mechanical Engineer is typically expected to:

- Interpret and understand plans, technical drawings, schematics or computer-generated reports
- Research new products and turn research into technical plans, using Computer-Aided Design/Engineering/Modelling (such as CAD/CAE/CAM)
- Carry out surveys of mechanical systems and equipment
- Establish technical solutions for improvement of equipment and/or installations
- Present design plans to customers
- Oversee any maintenance programmes and

conduct quality control

- Guide a team of Technicians, Designers and other engineering professionals
- Discuss and solve any problems that arise with suppliers and customers
- Consider any risks such as implications of cost, safety and timelines
- Discuss operating procedures, system malfunctions and other technical information with a multidisciplinary team
- Develop, coordinate, and/or monitor all aspects of production
- Establish control standards and procedures to ensure efficient functioning and safety of machines, tools, other equipment or systems

## Work environment

Work settings in which Mechanical Engineers operate include offices, laboratories, workshops, research facilities, factories and/or plants. One may also be required to work on-site at client's premises.

Mechanical Engineers usually work on a full-time basis. They may need to work extra hours to meet deadlines or resolve difficulties which may occur outside normal working hours. Self-employment and consulting work may also be an option, after having accumulated several years of experience.

## Occupation data

Number of employees (2017)	395
Share of foreigners (2017)	10%
Job Outlook (2018 - 2022)	+12%
Median Pay (per annum)	€23,000

### Entry level education / special licences / warrants

To work as a Mechanical Engineer, a qualification at MQF Level 6 or higher is required, such as:

- Bachelor of Engineering (Honours) in Mechanical Engineering (University of Malta) (MQF Level 6)
- Bachelor of Engineering (Honours) in Mechanical Engineering (Manufacturing) (MCAST) (MQF Level 6)
- Bachelor of Engineering (Honours) in Mechanical Engineering (Plant) (MCAST) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

Engineering graduates may apply for the Engineering Warrant following three years relevant work experience after graduation. For graduates to be classified as an "Inginier", a warrant is required.

A valid driving licence may be required for this role.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Mechanical Engineers are expected to have:

- Knowledge of the practical application of engineering, which requires the application

- of theoretical knowledge to the design and production of physical products and services
- Knowledge of design techniques, different types of apparatus and principles that are necessary for the production of technical plans, designs, blueprints and models
- Knowledge of Mathematics such as algebra, geometry, statistics and their applications
- Knowledge of computer systems and programmes
- Report writing skills
- Project management and implementation skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Communication skills in English
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills and the ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team
- Leadership skills

### Additional qualities

These may include:

- A solution-oriented approach
- An innovative mindset
- Attention to detail
- Commercial awareness
- Creativity
- Inquisitiveness

### Related career opportunities

- Building Services Engineer
- Engineering Supervisor

- Manufacturing Manager (Production and Operations)
- Mechanical Engineer Technician

- Ships' Engineer
- Structural Engineer

Occupation Code: 2151

## Electrical Engineer

**Alternative titles:** Electric Power Generation Engineer, Electromechanical Engineer



### Job description and duties

Electrical Engineers are responsible for developing new systems and components, as well as maintaining and upgrading existing systems and components for commercial, industrial or domestic uses. Although duties will vary according to sector and work setting, an Electrical Engineer is typically expected to:

- Carry out feasibility studies and research
- Draw up and interpret project plans and circuit diagrams using computer-assisted engineering and design software
- Estimate costs and project timings
- Oversee the execution of preparatory tests for the operation of electrical installation or equipment
- Supervise the identification, diagnosis and maintenance of malfunctions/breakdowns of electrical origin

- Organise preventative maintenance on a regular basis
- Provide technical assistance to customers
- Coordinate and oversee the work of team members including Electricians, Technicians and Craft Workers
- Liaise with other departments including Sales and Operations
- Provide support during the preparation of tender bids and quotations
- Certify electrical installations

### Work environment

Electrical Engineers are required in a number of sectors including building services, electricity generation and distribution, transportation and storage, accommodation activities, manufacturing and information and communications technology. Work settings include offices, laboratories, workshops, research facilities, factories and/or plants. One may also be required to work on-site at clients' premises.

Electrical Engineers usually work on a full-time basis. They may need to work extra hours to meet deadlines or resolve difficulties which may occur outside normal working hours. Electrical Engineers may also be on call in cases where



their duties are related to the provision of essential services.

Self-employment and consulting work may also be an option, after having accumulated several years of experience.

### Occupation data

Number of employees (2017)	564
Share of foreigners (2017)	10%
Job Outlook (2018 - 2022)	+17%
Median Pay (per annum)	€27,100

### Entry level education / special licences / warrants

To work as an Electrical Engineer, a qualification at MQF Level 6 or higher such as the following is required:

- Bachelor of Engineering (Honours) in Electrical and Electronic Engineering (University of Malta) (MQF Level 6)
- Bachelor of Engineering (Honours) in Electronics and Control Engineering (MCAST) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

Engineering graduates may apply for the Engineering Warrant following three years relevant work experience after graduation. For graduates to be classified as an "Inginier", a warrant is required.

A valid driving licence may be required for this role.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Electrical Engineers are expected to have:

- Knowledge of the practical application of engineering science and technology
- Knowledge of design techniques, different types of apparatus, and principles that are necessary for the production of technical plans, designs, blueprints, and models
- Knowledge of Mathematics such as algebra, geometry, and statistics
- The ability to apply and program equipment such as circuit boards, processors, chips, and computer hardware and software
- Knowledge of computer systems and programs
- Report writing skills
- Presentation skills (where applicable)
- Project management and implementation skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Strong communication skills in English
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- Leadership skills (where applicable)

### Additional qualities

These may include:

- A high level of ambition and drive
- A solution-oriented approach
- An affinity for design
- An innovative mindset
- Attention to detail
- Commercial awareness
- Creativity
- Inquisitiveness

### Related career opportunities

- Building Services Engineer
- Electrical Engineering Technician
- Electrical Line Installer and Repairer
- Electrician
- Electronics Engineer
- Engineering Supervisor

Occupation Code: 2152

# Electronics Engineer

**Alternative titles:** Application Engineer, Equipment Engineer, Computer Hardware Engineer



### Job description and duties

Electronics Engineers are responsible for designing new electronic equipment and overseeing the production of goods such as radios, televisions and computers. An Electronics Engineer is typically expected to:

- Carry out research and design new electronic circuits, components and equipment
- Supervise the production of electronic components, circuits and equipment (where applicable)

- Supervise the testing of new designs of electronic equipment
- Design new software for use with electronic equipment
- Supervise the maintenance and/or repair of damaged electronic equipment carried out by Technicians
- Investigate the root cause of a fault, especially if it is a design fault or chronic failure (where applicable)
- Prepare and present reports to clients and/or colleagues
- Discuss and solve any problems that arise with suppliers and customers
- Guide a team of Technicians, Designers and other engineering professionals
- Consider any risks such as implications of cost, safety and timelines
- Discuss operating procedures, system malfunctions and other technical information with a multidisciplinary team



- Develop, coordinate and/or monitor all aspects of production
- Certify electrical installations (where applicable)

### Work environment

Work settings include offices, laboratories, workshops, research facilities, factories and/or plants. One may also be required to work on-site at clients' premises to help install or commission certain pieces of equipment.

Electronics Engineers usually work on a full-time basis. They may need to work extra hours to meet deadlines or resolve difficulties which may occur outside normal working hours. Self-employment and consulting work may also be an option, after having accumulated several years of experience.

### Occupation data

Number of employees (2017)	177
Share of foreigners (2017)	14%
Job Outlook (2018 - 2022)	+16%
Median Pay (per annum)	€27,200

### Entry level education / special licences / warrants

To work as an Electronics Engineer, a qualification at MQF Level 6 or higher is required, such as:

- Bachelor of Engineering (Honours) in Electrical and Electronic Engineering (University of Malta) (MQF Level 6)
- Bachelor of Engineering (Honours) in Electronics and Control Engineering (MCAST) (MQF Level 6)
- Bachelor of Engineering (Honours) in Electronics Engineering (MCAST) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

Engineering graduates may apply for the Engineering Warrant following three years relevant work experience after graduation. For graduates to be classified as an "Inginier", a warrant is required.

A valid driving licence may be required for this role.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Electronics Engineers are expected to have:

- Knowledge of the practical application of engineering science and technology
- Knowledge of design techniques, different types of apparatus, and principles that are necessary for the production of technical plans, designs, blueprints and models
- Knowledge of Mathematics such as algebra, geometry and statistics
- Knowledge of computer systems and programmes
- The ability to apply and programme equipment such as circuit boards, processors, chips and computer hardware and software
- Project management and implementation skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Communication and interpersonal skills
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- Leadership skills

### Additional qualities

These may include:

- A solution-oriented approach
- An affinity for design
- An innovative mindset
- Attention to detail
- Commercial awareness
- Creativity
- Inquisitiveness

### Related career opportunities

- Design Engineer
- Electrical Engineer
- Electrical Engineering Technician
- Engineering Supervisor
- Telecommunications Engineer

## Perit

**Alternative titles:** Architect, Civil Engineer



### Job description and duties

*Periti* focus on planning, designing and overseeing the construction and maintenance of public and private structures.

An Architect is typically expected to:

- Meet with clients to get an initial idea of the objectives, requirements and budget of a project
- Read, interpret and create blueprints, technical drawings, schematics, structure specifications or computer-generated reports using Computer-Aided Design/Modelling (CAD/CAM)
- Present design plans and preliminary estimates on cost and construction time to customers
- Monitor Draughtspersons who prepare drawings and documents
- Visit building sites to ensure that contractors follow design, schedule and specified materials (where applicable)
- Conduct work quality control to ensure standards are being met (where applicable)
- Draft technical bids for tender documents in order to seek new construction contracts

- Liaise with Technicians, Interior Designers, Landscape Architects and other architectural and engineering professionals (where applicable)
- Discuss and solve any problems that arise with suppliers and contractors and consider any risks such as implications of cost, safety and timelines

A Civil Engineer is typically expected to:

- Read, interpret and create blueprints, technical drawings, schematics, structure specifications or computer-generated reports using Computer-Aided Design/Modelling (CAD/CAM) for bridges, roads, airports, power plants, water and sewage systems and other large buildings
- Determine and specify construction methods and materials
- Analyse the behaviour of soil and rock when placed under pressure by proposed structures and designing structural foundations
- Analyse the stability of structures and testing the behaviour and durability of materials used in their construction
- Visit building sites to ensure that contractors follow design, schedule and specified materials (where applicable)
- Conduct work quality control to ensure standards are being met (where applicable)
- Monitor Draughtspersons who prepare drawings and documents

### Work environment

*Periti* may be employed in the private or public sector. The role is typically on a full-time basis, and work is often project specific and may vary. Working additional hours, especially when working to tight deadlines, is often required.

*Periti* divide their time between the office/studio, where they meet with clients, develop reports and drawings, and work with other Architects and Engineers, and visits to construction sites in order to review the progress of the project and also ensure clients' objectives and safety requirements are met.

### Occupation data

Number of employees (2017)	732
Share of foreigners (2017)	17%
Job Outlook (2018 - 2022)	+27%
Median Pay (per annum)	€21,100

### Entry level education / special licences / warrants

To work as a *Perit*, a qualification in Architecture, Civil Engineering or Structural Engineering at MQF Level 7 is required. Training programmes include:

- Master of Engineering (Civil Engineering) (University of Malta) (MQF Level 7)
- Master of Architecture (Architectural Design) (University of Malta) (MQF Level 7)

Upon successful completion of the above, graduates are required to undertake a one-year professional traineeship under the supervision of a warranted *Perit*. Further to this training period, candidates are assessed by the Periti Warranting Board and, if successful, are granted the Warrant of *Perit*.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

A valid driving licence is typically required for this role.

### Knowledge and skills

*Periti* are expected to have:

- Hand-drawing skills (where applicable)
- Knowledge of materials, methods and tools that would be involved in the construction/repair of buildings or other structures
- Knowledge of local legislation related to building and construction
- Proficiency in Mathematics such as algebra, geometry and statistics
- The ability to work with different types of people and professionals and in a multidisciplinary setting
- An understanding of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Strong communication skills in Maltese and English
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team
- Leadership skills



### Additional qualities

These may include:

- A goal-oriented approach
- A logical approach
- A practical orientation
- Attention to detail
- Creativity and innovation
- Enthusiasm for the sector
- Manual dexterity
- The ability to understand the bigger picture

### Related career opportunities

- Construction Manager
- Draughtsperson
- Interior and Commercial Designer and Decorator
- Project Manager
- Tendering and Estimating Manager

agencies, multimedia companies, publishers, game developers, television and magazine companies. There is also the possibility for Graphic Designers to do freelance work or be self-employed.

Graphic Designers typically work in shared offices but may be required to temporarily work from the clients' premises. Most Graphic Designers work standard 40 hour weeks from Monday to Friday. However, under certain circumstances, they might be required to work longer hours in order to meet project deadlines.

respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

Occupation Code: 2166

## Graphic Designer

### Occupation data

Number of employees (2017)	389
Share of foreigners (2017)	36%
Job Outlook (2018 - 2022)	+32%
Median Pay (per annum)	€21,000

### Knowledge and skills

Graphic Designers are expected to have:

- An understanding of current trends and styles
- Knowledge of Photography
- Knowledge of graphics or photo imaging software such as Adobe Photoshop, Adobe Illustrator, Adobe InDesign and Adobe Lightroom Microsoft Visio and Corel Graphics Suite
- Design and presentation skills
- Research skills
- Knowledge of basic consumer psychology (such as colour theory, perception and persuasion) and culture awareness.

**Alternative titles:** Graphic Artist, Commercial Designer, Advertising Artist



- Meet clients to discuss the objectives and requirements of the job at hand
- Develop design briefs according to the client's wishes and in liaison with the Creative Director or Account Manager
- Present ideas and concepts to the client
- Create a design brief within time and cost constraints
- Give presentations to clients and gather feedback
- Incorporate changes recommended by client
- Final review for errors before publishing or printing
- Keep up with design trends and developments in software tools to digitally generate new images

### Work environment

Graphic Designers work in any business area which relies on creative visual design. These include marketing agencies, advertising

### Entry level education / special licences / warrants

While some workplaces might not require Graphic Designers to have a formal qualification, a portfolio and/or work experience would typically be required.

Additionally, a formal qualification in the creative arts field, such as Graphic Design, Illustration, Photography, Visual Art, Communication Design and Product Design, may be required.

Training programmes include:

- Bachelor of Arts (Honours) in Graphic Design (MCAST) (MQF Level 6)
- Bachelor of Fine Arts (Honours) in Digital Arts (University of Malta) (MQF Level 6)
- Bachelor of Communications (Honours) (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the

Transferable skills should include:

- Communication and interpersonal skills
- IT skills
- Customer care skills
- Organisational and planning skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- Problem solving and decision making skills
- The ability to work independently and as part of a team
- Research skills

### Job description and duties

Graphic Designers may work on a variety of visual concepts depending on the industry. These may include activities such as web advertising, advert design, book design, game design, product packaging, corporate communications and corporate identity (i.e. visual branding for organisations). A Graphic Designer would typically be expected to:



# Web Designer

## Additional qualities

These may include:

- A sense of initiative
- A willingness to learn
- Accuracy
- An eagerness to get started in the media industry
- Attention to detail
- Creative flair
- Curiosity
- Flexibility
- Patience
- The ability to adapt to change
- The ability to concentrate for long periods of time
- The ability to manage own finances, especially when working on a freelance basis
- The ability to multitask and work on different projects at the same time

## Related career opportunities

- Animator
- Art Director
- Audio-Visual Editor
- Costume Fashion Designer
- Illustrator
- Interior Designer
- Photographer
- Visual Artist

**Alternative title:** Web Design Specialist



## Job description and duties

Web Designers are responsible for planning, coding and modifying websites that meet employers' or clients' requirements. A Web Designer is typically expected to:

- Meet and consult with clients to identify clients' goals and discuss their needs
- Present initial design ideas to clients and clarify design functionality
- Drawing up detailed website specifications
- Develop site navigation by categorising content and funnelling traffic through content
- Design sample page layouts including text size and colours
- Develop and design graphics, animations, banners, images and manipulate digital photographs by coordinating with Copywriters and Graphic Artists
- Liaise with external agencies (where applicable)
- Prepare website by installing and configuring server software; installing programming

language, ensuring cross-platform compatibility and establishing links

- Test the website to ensure it is working properly
- Register web domain names and organise the hosting of the website
- Design the website's visual imagery and ensure it is in line with company branding policy and the requirements of the client
- Edit content, debug code and re-design web pages
- Carry out updates on the website
- Hand the completed website over to the client on time
- Offer after sales technical support to the client (where applicable)
- Train client's staff on how to use effectively the website and content management system
- Update job knowledge and research current design trends

## Work environment

Web Designers may work as part of an information and communications technology team within large organisations or may be employed by freelance agencies. One may also opt to work on a self-employed basis. Web Designers typically work in offices during office hours but occasionally may be requested to travel and meet with clients. When working on large and complex projects, they may be asked to work on-site for the duration of the project.

Web Designers typically work full-time from Monday to Friday. Working outside typical

working hours or working overtime may be required in order to meet project deadlines and to offer real-time support to clients dealing with unexpected problems.

### Occupation data

Number of employees (2017)	118
Share of foreigners (2017)	56%
Job Outlook (2018 - 2022)	+39%
Median Pay (per annum)	€22,000

### Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communications technology sector. Due to this, qualification requirements may vary between employers. Industry certifications are also highly regarded within this sector and on-the-job training is usually provided by the employer.

To work as a Web Designer, a qualification in Web Design, Information and Communications Technology or related area may be required. Training programmes include:

- Award in Building a Website (MCAST) (MQF Level 4)
- Advanced Diploma in IT (Multimedia Software Development) (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

### Knowledge and skills

Web Designers are expected to have:

- Proficiency in digital art design techniques, tools and principles
- Knowledge of coding such as HTML, Javascript, jQuery or Dreamweaver
- Knowledge of Programming Languages such as .net, XML/XSLT, CSS, ASP, PHP or Python, Node.js and others
- The ability to use design and graphics software such as InDesign, Illustrator, Photoshop, Fireworks, Flash
- Knowledge of various Content Management Systems (CMS) such as Wordpress, Adobe Business Catalyst, Drupal, Ektron or Zope
- Digital marketing knowledge (where applicable)
- The ability to keep up-to-date with technological developments
- Analytical skills
- Negotiation skills
- Knowledge of design trends of the time and the ability to keep up with technical changes in the market

Transferable skills should include:

- Interpersonal skills
- Communication skills in English
- Numeracy skills
- Organisational and planning skills
- The ability to approach problems in a logical manner
- Decision making skills
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- A client-oriented approach
- A commitment to learning
- A high level of ambition and drive
- A passion for design and technology
- Accuracy
- An artistic orientation
- An inquisitive mindset
- Attention to detail
- Creativity

- Critical thinking skills
- Versatility

### Related career opportunities

- Graphic Designer
- Web and Multimedia Developer
- Web Architect
- Web Design Specialist
- Web Development Director
- Web Development Instructor
- Webmaster

Occupation Code: 2211

## Doctor, General Practitioner (GP)

**Alternative titles:** Family Doctor, Physician (General), Primary Health Care Physician



### Job description and duties

General Practitioners are medical professionals who identify, treat and aid in the prevention of injuries, illnesses and other physical and mental conditions of patients in a community. A General Practitioner is typically expected to:

- Carry out consultations
- Provide primary care to patients
- Prescribe medication

- Explain procedures, test results and treatment options
- Provide medical advice to patients and educate patients about their health
- Monitor patients' health
- Take care of administrative work such as recording health conditions, taking down notes and updating patient records
- Refer patients to specialist consultants and other health professionals as required
- Collaborate with various other medical and health professionals.
- Keep up-to-date with developments in the medical field including new products on the market

### Work environment

General Practitioners may work in clinics or hospitals in both the public and private sector. Travelling to patients' homes is also a common



feature of a General Practitioner's work. Many professionals choose to work on a self-employed basis and may run their own private clinic.

Working as a General Practitioner involves working long hours and may be on call. Additionally, most Doctors may be contacted on public holidays and non-working days due to the nature of their work.

### Occupation data

Number of employees (2017)	646
Share of foreigners (2017)	5%
Job Outlook (2018 - 2022)	+12%
Median Pay (per annum)	€27,200

### Entry level education / special licences / warrants

To practice as a General Practitioner one would require:

- Doctor of Medicine and Surgery (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

After successful completion, graduates may apply for limited registration with the Malta Medical Council. At this stage, graduates are entitled to apply for a position as a Foundation Doctor. Subsequently, in order to obtain full registration, newly graduated doctors are obliged to undergo The Malta Foundation

Programme, a two year mandatory training programme which consists of structured teaching and supervised on-the-job training. During this Basic Specialist Training (BST), Doctors are exposed to the different specialisations. After this two year period, Doctors may obtain the warrant.

Further to completing the Foundation Programme, Doctors are required to pass a proficiency exam in Maltese within a two year period. This is a requirement for specialisation.

After this two year training period, Doctors need to choose their specialisation and undergo further training in General Practice.

### Knowledge and skills

General Practitioners are expected to have:

- Knowledge of Biology, Human Anatomy and Biochemistry
- The ability to carry out a diagnosis in line with scientific knowledge and principles
- The ability to perform practical procedures such as blood transfusions, injections and administration of first aid
- The ability to determine which medication to prescribe to patients
- An understanding of ethical and legal principles in the medical setting
- The ability to deliver bad news to patients and relatives
- The ability to listen, evaluate and take immediate action
- The ability to maintain boundaries with patients
- Leadership and management abilities

Transferable skills should include:

- The ability to communicate in a clear and simple manner
- The ability to maintain confidentiality and impartiality
- Critical thinking, judgment and decision making capabilities
- Problem solving skills
- Time management and multitasking skills
- The ability to work under pressure and remain calm in challenging circumstances
- Readiness to work independently
- Business and financial skills (in case of self-employment)

### Additional qualities

These may include:

- A caring attitude
- A high level of motivation and drive
- A keen interest in science
- A practical orientation
- An approachable manner
- Assertiveness
- Attention to detail
- Dedication
- Empathy
- Patience
- Persistence
- Precision
- Proactivity
- Stamina
- The ability to remain composed

### Related career opportunities

- Anesthesiologist
- Dermatologist
- Medical Doctor
- Oncologist
- Pathologist
- Pediatrician
- Psychiatrist

# Medical Doctor

**Alternative titles:** Physician, Hospital Doctor



## Job description and duties

Medical Doctors generally examine patients who visit a hospital upon referral by a General Practitioner or other health professional. Specialised Medical Doctors work in different fields. A Medical Doctor is typically expected to:

- Monitor and provide general health care to patients
- Examine and diagnose patients' medical conditions
- Explain procedures, test results and treatment options
- Provide medical advice to patients and educate patients about their health
- Perform minor surgery
- Order and perform diagnostic tests and design a treatment plan
- Refer patients to specialist consultants and other health professionals as required
- Communicate with staff to ensure quality treatment
- Keep up-to-date with developments in the medical field including new products on the market

- Take care of administrative work such as recording health conditions and updating patient records
- Undertake managerial responsibilities such as planning the workload; at senior levels, managing the staff of the department
- Teach and supervise Junior Doctors and medical students

## Work environment

Medical Doctors may work in the public or private sector in hospitals and clinics. Medical Doctors may also choose to work on a self-employed basis and may run their own private clinic.

When based in a hospital setting, Medical Doctors may work in different areas and wards, such as the intensive care unit, emergency, general medicine, general surgery, obstetrics and gynaecology, outpatients and orthopaedics.

Working as a Medical Doctor involves working long hours including night duty. Additionally, some Doctors may be on call during public holidays and non-working days.

## Occupation data

Number of employees (2017)	389
Share of foreigners (2017)	10%
Job Outlook (2018 - 2022)	+22%
Median Pay (per annum)	€20,700

## Entry level education / special licences / warrants

To practice as a Medical Doctor one would require:

- Doctor of Medicine and Surgery (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

After successful completion, graduates may apply for limited registration with the Malta Medical Council. At this stage, graduates are entitled to apply for a position as a Foundation Doctor. Subsequently, in order to obtain full registration, newly graduated doctors are obliged to undergo The Malta Foundation Programme, a two year mandatory training programme which consists of structured teaching and supervised on-the-job training. During this Basic Specialist Training (BST), Doctors are exposed to the different specialisations. After this two year period, Doctors may obtain the warrant.

Further to completing the Foundation Programme, Doctors are required to pass a proficiency exam in Maltese within a two year period. This is a requirement for specialisation.

After this two year training period, Doctors need to choose their specialisation and undergo further training, which duration will depend on the area of specialisation chosen.

## Knowledge and skills

Medical Doctors are expected to have:

- Knowledge of Biology, Human Anatomy and Biochemistry
- The ability to carry out a diagnosis in line with scientific knowledge and principles
- The ability to perform practical procedures such as drawing of blood, blood transfusions, injections and administration of first aid
- The ability to determine which medication to prescribe to patients
- An understanding of ethical and legal principles in the medical setting
- The ability to deliver bad news to patients and relatives
- The ability to listen, evaluate and take immediate action

Transferable skills should include:

- The ability to communicate in a clear and simple manner
- The ability to maintain confidentiality and impartiality
- Critical thinking, judgment and decision making capabilities
- Problem solving skills
- Time management and multitasking skills
- The ability to work under pressure and remain calm in challenging situations
- Leadership and management abilities
- Readiness to work in a team

## Additional qualities

These may include:

- A caring attitude
- A high level of ambition and drive
- A keen interest in science
- A practical orientation
- An approachable manner
- Assertiveness



- Attention to detail
- Dedication
- Empathy
- Patience
- Persistence
- Precision
- Proactivity
- Stamina
- The ability to remain composed

#### Related career opportunities

- Doctor
- General Practitioner
- Gynaecologist
- Pathologist
- Pediatrician
- Psychiatrist

- Educate patients and their families on self-care skills
- Maintain effective communication with other nursing staff and/or other professionals
- Adhere to infection control policies, medication administration and storage procedures and controlled substance regulations
- Participate in the training, teaching and supervision of new nursing staff and students
- Maintain effective communication with patients and relatives, ensuring that they are kept well informed
- Assist patients during the hospital discharge process
- Participate in multidisciplinary meetings and contribute to a collaborative working environment
- Participate in nursing research projects
- Participate in health promotion and health education activities
- Act in accordance with the code of professional conduct

#### Occupation data

Number of employees (2017)	3,330
Share of foreigners (2017)	11%
Job Outlook (2018 - 2022)	+14%
Median Pay (per annum)	€20,200

#### Entry level education / special licences / warrants

A qualification at MQF Level 5 or 6 in Nursing is required to apply for a Staff Nurse position, which is the entry point to this occupation (except for Psychiatric Nurses, for which calls are issued separately for government posts).

Training programmes include:

- Higher Diploma in Health Science in Nursing Studies (University of Malta) (MQF Level 5)
- Bachelor of Science (Honours) in Nursing (University of Malta) (MQF Level 6)
- Northumbria University Bachelor of Science (Honours) in Nursing Studies (MCAST) (MQF Level 6)

Specialised training programmes include:

- Bachelor of Science (Honours) in Mental Health Nursing (University of Malta) MQF Level 6)
- Bachelor of Science (Honours) in Community Nursing (University of Malta) (MQF Level 6)

Training programmes typically include a strong practical element and expose students to the various areas one can specialise in.

Additionally, Nursing Professionals may require:

- A clean Police Conduct Certificate
- A Vaccination Record that should include 2 MMR injections and 3 Hepatitis B injections
- A certificate in First Aid

Occupation Code: 2221

## Nursing Professional

**Alternative titles:** Staff Nurse, Professional Nurse, Specialist Nurse, Practice Nurse, Deputy Charge Nurse, Charge Nurse, Psychiatric Nurse



While daily duties vary according to the setting, a Nursing Professional is typically expected to:

- Evaluate, plan and implement the care of patients
- Execute medical instructions and establish a compassionate environment
- Carry out routine investigations including monitoring of pulse, blood pressure and temperature
- Administer medications and other treatments to patients, monitor the patients' conditions and response to treatment
- Implement treatment plans through tasks such as preparing patients for operations and wound treatment
- Assist with tests and evaluation to identify and assess patients' clinical problems and health care needs
- Maintain patient records
- Establish patient care goals and assist in the patient care plan

#### Job description and duties

Nursing Professionals work in multidisciplinary teams and provide support and care services to patients. Nursing Professionals may specialise in a number of areas including theatre nursing, psychiatric nursing, emergency nursing, critical care nursing, paediatric nursing, rehabilitation care nursing, elderly care nursing, cancer care nursing and community nursing.

# Midwifery Professional

Successful completion of the above mentioned training programmes enables graduates to apply for registration with the Malta Council for Nurses and Midwives.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Nursing Professionals are required to have:

- Knowledge of nursing care and theory including health observation and assessment
- Proficiency in the techniques and methods of care related to one's specialisation
- Knowledge of life sciences (anatomy and physiology-based)
- Basic knowledge in pharmacology, drug classifications and use
- An understanding of how to assess patients' needs and address them
- Knowledge of safe care practices
- An understanding of ethical and legal principles in the health setting
- The ability to act in a calm and appropriate manner during emergencies and other stressful situations
- The ability to maintain patient confidentiality
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure
- The ability to work independently and as part of a team
- Leadership skills

## Additional qualities

These may include:

- A caring manner
- A genuine interest in the well-being of people
- A methodical approach
- A positive attitude
- A practical orientation
- Assertiveness
- Dedication
- Empathy
- Friendliness
- Patience
- Quick-thinking
- Sensitivity
- Tact
- Tolerance

## Related career opportunities

- Chief Nursing Manager
- Medical and Health Services Manager
- Midwifery Professional
- Paramedical Practitioner
- Senior Nursing Manager

**Alternative titles:** Nursing and Midwifery Professional, Midwife



## Job description and duties

Midwifery Professionals work autonomously or in teams alongside other health care professionals and provide support to women throughout and after pregnancy and childbirth. While daily duties vary according to the setting, a Midwifery Professional is typically expected to:

- Plan and provide general medical care, treatment and health advice to women and their families
- Carry out routine investigations and monitor patients' progress throughout pregnancy
- Assist with tests and evaluation to identify and assess patients' clinical problems and health care needs
- Seek advice and help (when required) from health professionals and/or Obstetricians to manage complications and to ensure patients receive a high standard of care, including advice and counselling
- Monitor and assist women during labour and delivery
- Monitor the health status of newborns,

managing complications and recognising warning signs requiring referral to a Medical Doctor

- Maintain patient records and carry out other administrative tasks
- Conduct community education on topics related to pregnancy, childbirth and infant care
- Maintain effective communication with patients and relatives, ensuring that they are kept well informed
- Assist patients during the hospital discharge process
- Participate in multidisciplinary meetings and contribute to a collaborative working environment
- Act in accordance with the code of professional conduct

## Work environment

Midwifery Professionals work in a variety of settings including hospitals, doctors' offices and health clinics. The working conditions depend on the type of setting.

Midwifery Professionals typically work on a full-time, shift basis. Part-time opportunities may be available. Working on Sundays and public holidays may be required.

## Occupation data

Number of employees (2017)	184
Share of foreigners (2017)	3%
Job Outlook (2018 - 2022)	+14%
Median Pay (per annum)	€20,600



# Dentist

## Entry level education / special licences / warrants

To practice as a Midwifery Professional, an MQF Level 6 qualification is required. Training programmes include:

- Bachelor of Science (Honours) in Midwifery (University of Malta) (MQF Level 6)
- Master of Science in Midwifery (University of Malta) (MQF Level 7)

Training programmes typically include a strong practical element.

Completion of the above mentioned training programmes lead to registration on the general section of the nurse register of the Nursing and Midwifery Council of Malta.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Midwifery Professionals are required to have:

- Knowledge of life sciences (anatomy and physiology-based)
- Knowledge of pharmacology, drug classifications and use
- An understanding of how to assess patients' needs and address them
- Knowledge of safe care practices
- An understanding of ethical and legal principles in the health setting
- The ability to act in a calm and appropriate manner during emergencies and other stressful situations

- The ability to maintain patient confidentiality
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A caring and patient manner
- A methodical approach
- A positive attitude
- A practical orientation
- Assertiveness
- Dedication
- Empathy
- Friendliness
- Optimism
- Quick-thinking
- Sensitivity
- Tact
- Tolerance

## Related career opportunities

- Birth Assistant (Doula)
- Nursing Professional
- Senior Midwifery Manager

**Alternative titles:** Dental Surgeon, Dental Practitioner



- Keep patient health records
- Refer patients to specialists should further treatment be required
- In larger clinics, Dentists may be required to recruit, manage and train staff

## Work environment

Dentists may be employed in the public or private sector and typically work on a full-time basis. Some Dentists may work on Saturdays and also be on call should an emergency arise.

Dentists may also choose to be self-employed and a number may run their own clinic. In larger clinics and in hospital settings, a Dentist is typically in charge of a small team of people consisting of Nurses, Dental Assistants and Dental Hygienists.

## Job description and duties

Dentists prevent and treat oral problems, including disease and injury which harm teeth and mouth tissue. A Dentist is typically expected to:

- Examine a patient's gums, jaw and teeth using various instruments including x-rays to evaluate oral health condition, note any abnormalities and plan and discuss treatment with the patient
- Diagnose and treat gum disease, fill cavities and remove decay
- Administer anaesthetic to reduce the pain felt during a procedure
- Replace missing or remove damaged teeth
- Improve the overall look of a patient's mouth using veneers and whitening techniques
- Take measurements and make impressions for dental appliances such as dentures or crowns
- Advise patients on proper oral health practices
- Prescribe medication as required

## Occupation data

Number of employees (2017)	52
Share of foreigners (2017)	6%
Job Outlook (2018 - 2022)	+17%
Median Pay (per annum)	€23,300

## Entry level education / special licences / warrants

To practice as a Dentist, a qualification at MQF Level 7 is required. Training programmes include:

- Master of Dental Surgery (University of Malta) (MQF Level 7)

# Pharmacist

Training programmes typically include a strong practical element.

A warrant is required in order to practice as a Dentist.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Dentists are expected to have:

- Knowledge of oral and general health and disease
- The ability to use specialised dental tools such as drills, x-ray machines and hand-tools
- Information technology skills, such as the interpretation and use of digital imaging
- An understanding of ethical and legal principles in the health setting
- Knowledge of health and safety procedures
- The ability to gather holistic information about the patient, with attention to the patient's medical and family histories

Transferable skills should include:

- Communication and interpersonal skills
- Customer care skills
- Organisational and planning skills
- Problem solving skills and the ability to take timely decisions
- Time management skills and the ability to work under pressure and adhere to tight deadlines

- The ability to work independently and as part of a team
- Leadership and management abilities

## Additional qualities

These may include:

- A caring manner
- A practical orientation
- Accuracy
- An approachable manner
- Attention to detail
- Innovative
- Manual dexterity
- Patience
- Physical stamina
- The ability to concentrate for long periods of time
- Trustworthiness

## Related career opportunities

- Dental Assistant
- Oral and Maxillofacial Surgeon
- Orthodontist

**Alternative titles:** Dispensing Chemist, Community Pharmacist, Hospital Pharmacist, Industrial Pharmacist, Principal Pharmacist, Managing Pharmacist



## Job description and duties

Pharmacists prepare, mix and dispense prescribed medicines and provide information and advice to customers or patients. A Pharmacist is typically expected to:

- Understand patient/customer needs by interpreting and evaluating the information provided
- Dispense prescriptions after verifying that they are suitable and accurate
- Prepare and/or oversee the preparation of medicinal products
- Present the patient with information regarding the medication's use, side effects, dosage and storage
- Carry out record keeping duties in line with legal requirements
- Purchase medicines, maintain stock and store medical products in the correct manner
- Implement safe medicine handling, storing and packaging procedures
- Remain up-to-date with the latest research and advancements
- Supervise staff, which may include

Pharmaceutical Technicians and Assistants, Pharmacy Sales Assistants and Pharmacy students (where applicable)

- Liaise with other Pharmacists, Doctors and other health professionals
- Promote health, well-being and disease prevention and educate patients/customers
- Participate in the training, teaching and supervision of new employees and students (where applicable)
- Participate in research projects

## Work environment

Pharmacists may work in the public and private sector in a wide range of settings including hospitals, community pharmacies, pharmaceutical administrative institutions, pharmaceutical products importers and distributors and in the pharmaceutical industry.

Pharmacists typically work on a full-time basis. Part-time opportunities may be available, especially in community pharmacies. Depending on the setting, Pharmacists may be required to work Sundays and public holidays.

Community Pharmacists may own and manage their own pharmacy.

## Occupation data

Number of employees (2017)	591
Share of foreigners (2017)	2%
Job Outlook (2018 - 2022)	+14%
Median Pay (per annum)	€23,100



### Entry level education / special licences / warrants

To practice as a Pharmacist, a qualification at MQF Level 7 or higher is required. Training programmes include:

- Master of Pharmacy (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

Upon successful completion, graduates may be listed on the Register of Pharmacists held by the Pharmacy Council, after which the Pharmacy Council recommends the applicant for the issue of a licence to practice as a Pharmacist.

A clean Police Conduct Certificate is also required.

Depending on the work setting, a valid driving licence may be required.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Pharmacists are expected to have:

- Knowledge of Chemistry and Biology
- The ability to apply scientific principles for the development, formulation and use of drugs
- Knowledge of quality assurance procedures in relation to the development and distribution of medicines
- Knowledge of medicine side effects and body reactions
- Knowledge of national and EU regulations and policies pertaining to the use, distribution,

- storage and supply of medicines
- Knowledge of principles and standards for good pharmaceutical practices
- Knowledge of the Pharmacy of Your Choice (POYC) system
- The ability to analyse, evaluate and investigate
- An understanding of ethical and legal principles in the health setting
- The ability to maintain client confidentiality
- Knowledge of the code of professional conduct
- Knowledge of health and safety procedures
- Research and scientific report writing skills
- Business and managerial skills if managing one's own business or holding a managing Pharmacist role

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure
- The ability to adhere to tight deadlines (depending on the work setting)
- The ability to work independently and as part of a team
- Leadership skills

### Additional qualities

These may include:

- A methodical approach
- A practical orientation
- A sense of initiative
- Accuracy
- Assertiveness

- Attention to detail
- Empathy
- Entrepreneurial mindset
- Flexibility
- Patience
- Self-motivation
- Sensitivity
- Tact

### Related career opportunities

- Chemist
- Medical Sales Representative
- Pharmaceutical Technician
- Pharmacologist
- Regulatory Affairs Officer

Occupation Code: 2264

## Physiotherapist

**Alternative titles:** Physical Therapist, Orthopaedic Physical Therapist, Sports Physiotherapist



### Job description and duties

Physiotherapists are responsible for alleviating pain and preventing/treating physical conditions brought about by injury, illness or other impairments. A Physiotherapist is typically expected to:

- Assess and diagnose patients in order to decide on an appropriate treatment plan
- Develop a rehabilitative programme according to the needs of the patient
- Deliver interventions to relieve pain and help patients increase mobility through various approaches including exercise, manual

therapy, electrotherapy modalities and other equipment

- Update patients' medical records and note their condition over time
- Educate patients on how to prevent further injury
- Liaise with patients' relatives and carers and involve them in the treatment process
- Remain up-to-date with the latest research and advancements
- Promote health, well-being and disease prevention and educate patients/customers
- Participate in the training, teaching and supervision of new recruits and students (where applicable)
- Liaise with other health professionals and participate in multidisciplinary meetings to contribute to a collaborative working environment
- Participate in research projects

### Work environment

Physiotherapists may work in the public and private sector in clinical settings such as

hospitals, clinics, care institutions, community settings and sports clubs.

Physiotherapists typically work on a full-time basis. Working on a part-time or self-employed basis is also a possibility. Working on Saturdays may also be required, depending on the setting.

### Occupation data

Number of employees (2017)	127
Share of foreigners (2017)	20%
Job Outlook (2018 - 2022)	+19%
Median Pay (per annum)	€18,500

### Entry level education / special licences / warrants

To practice as a Physiotherapist, a qualification at MQF Level 6 or higher is required. Training programmes include:

- Bachelor of Science (Honours) in Physiotherapy (University of Malta) (MQF Level 6)

Training programmes typically include a strong practical element.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

Graduates are required to register with the Council for Professions Complementary to Medicine (CPCM) to be able to work as a Physiotherapist.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A clean Police Conduct Certificate is also required.

Depending on the work setting, a valid driving licence may be required.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Physiotherapists are expected to have:

- Knowledge of anatomy and physiology
- Knowledge of disabilities, injuries, diseases and their treatment
- Knowledge of up-to-date physiotherapy techniques
- The ability to develop physiotherapy treatment plans
- The ability to use and operate physiotherapy equipment
- Assessment and report writing skills
- Investigative and analytical skills
- An understanding of ethical and legal principles in the health sector
- Knowledge of any relevant code of ethics and conduct and client confidentiality procedures
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving skills and the ability to take timely decisions
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

- Business and financial skills (in case of self-employment)
- Leadership skills

### Additional qualities

These may include:

- A caring manner
- A genuine interest in the well-being of people
- A methodical approach
- A positive attitude
- A practical orientation
- Assertiveness
- Dedication
- Empathy
- Manual dexterity
- Optimism
- Patience
- Physical stamina
- Sensitivity

### Related career opportunities

- Allied Health Assistant
- Chiropractor
- Hydrotherapist
- Occupational Therapist
- Osteopath
- Podiatrist
- Speech and Language Therapist



# Occupational Therapist

**Alternative title:** Rehabilitation Therapist



## Job description and duties

Occupational Therapists assist patients of all ages who have mental, physical or social difficulties to carry out daily tasks and/or occupational tasks in a more autonomous manner. Occupational Therapists may specialise in a number of areas including paediatrics, mental health, physical rehabilitation and geriatrics. Although the nature of work will vary according to specialisation, an Occupational Therapist is typically expected to:

- Carry out assessments to establish patients' capabilities and needs and create a specialised treatment programme
- Review patients' progress and adjust treatment programme accordingly
- Carry out evaluations on patients' environments including home and work settings
- Guide patients to adapt their lifestyle and modify their environment to accommodate their level of ability
- Provide assistance to patients in order to enable them to return to work or find suitable employment

- Liaise with relatives and employers and educate them about patients' needs
- Maintain effective communication with other health and medical professionals and participate in multidisciplinary meetings
- Maintain updated patient records and write reports
- Participate in the training, teaching and supervision of new employees and students
- Keep up-to-date on new treatments, equipment and advancements in the field
- Participate in health promotion and health education activities

## Work environment

Occupational Therapists may work in the public and private sectors. Work settings include local health services, specialist health services, schools, community based settings, residential homes and private clinics and hospitals. Occupational Therapists are typically required to carry out on-site visits to homes, schools and workplaces.

Occupational Therapists may be employed or work on a self-employed basis. This role is typically on a full-time basis.

## Occupation data

Number of employees (2017)	122
Share of foreigners (2017)	15%
Job Outlook (2018 - 2022)	+17%
Median Pay (per annum)	€20,200

## Entry level education / special licences / warrants

In order to practice as an Occupational Therapist, a qualification at MQF Level 6 or higher is required. Training programmes include:

- Bachelor of Science (Honours) in Occupational Therapy (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

Graduates will then need to register with the Council for Professions Complementary to Medicine (CPCM) to be able to work as an Occupational Therapist.

A clean Police Conduct Certificate is also required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Occupational Therapists are expected to have:

- Knowledge of different mental, physical and social conditions
- The ability to develop individual treatment plans
- The ability to carry out detailed assessments on a range of skills, including driving skills, cognitive abilities, social skills training and work assessments
- The ability to train patients in a number of life skills, such as time management skills and anxiety management techniques

- Report writing skills
- An understanding of ethical and legal principles in the health setting
- The ability to act in a calm and appropriate manner during emergencies and other stressful situations
- The ability to maintain patient confidentiality
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving skills and the ability to take decisions on the spot
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- Leadership skills
- Business and financial skills (in case of self-employment)

## Additional qualities

These may include:

- A caring manner
- A genuine interest in the well-being of people
- A methodical approach
- A positive attitude
- A practical orientation
- Dedication
- Empathy
- Optimism
- Patience
- Physical stamina

- Sensitivity
- Tact
- Tolerance

### Related career opportunities

- Art Therapist
- Ergonomist
- Occupational Health Nurse
- Occupational Hygienist
- Occupational Therapy Support Worker

Occupation Code: 2300

# Teacher

**Alternative titles:** Subject Teacher, Secondary Level Educator, Primary Teacher, Secondary Teacher, Special Education Teacher



- Determine educational objectives, plan pedagogical activities and schemes of work and prepare teaching material
- Register and monitor pupils' attendance
- Assign and correct classwork, homework and assessments
- Ensure rules and safety regulations are in place
- Assess, record and report on the pupils' development, attainment, progress and behaviour
- Provide guidance and advice to pupils on educational, social and career issues
- Organise and coordinate classroom activities and outings
- Keep up-to-date with pedagogical, professional information and regulations
- Set up meetings with parents when required and attend parents' evenings
- Inform family on progress and/or difficulties of pupils' behaviour
- Work with other Teachers, Learning Support Educators, Counsellors, Subject Coordinators, Heads of School and parents in a multidisciplinary approach

### Job description and duties

Teachers teach subjects according to the National Curriculum Framework to pupils aged 5 to 16. Teachers teach pupils of different levels of achievement. A Teacher is typically expected to:

- Teach and educate students according to guidelines provided by the National Curriculum Framework
- Create a stimulating, enjoyable and positive environment
- Check, organise and design the classroom environment

- Contribute to the professional development of student teachers
- Participate in Continuous Professional Development (CPD) training courses and take part in action research exercises

Special Education Teachers are responsible for special educational programmes catering for students who have particular individual needs including learning, physical, mental and/or behavioural needs. Special Education Teachers may be teaching students whose age may range from 5 to 22 years, depending on the Resource Centre one is based in.

### Work environment

Teachers work in State, Church and Independent Schools on a full-time basis. The role involves interacting with pupils during school hours and preparing lessons and activities after school hours.

Teachers do not work with pupils during the summer months unless they opt to continue working at a summer school. During this recess Teachers typically prepare material and lesson plans for the next scholastic year.

Special Education Teachers are based in Resource Centres.

### Occupation data

Number of employees (2017)	2,151
Share of foreigners (2017)	6%
Job Outlook (2018 - 2022)	+9%
Median Pay (per annum)	€20,200

### Entry level education / special licences / warrants

To work as a Teacher, a qualification at MQF Level 7 is required. Training programmes include:

- Master in Teaching and Learning (MTL) (University of Malta) (MQF Level 7)

To work as a Special Education Teacher, preference is typically given to candidates who are in possession of a qualification at MQF Level 7 specifically in the education of students with special needs. Training programmes include:

- Master in Access to Education in Inclusive Schools and Communities (University of Malta) (MQF Level 7)
- Master of Education in Inclusion and Individual Educational Needs (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A Temporary Teachers' Warrant is required upon application for employment. Teachers would be eligible to obtain a Permanent Teachers' Warrant after a two year induction process.

Teachers require a clean Police Conduct Certificate.



# University and Higher Education Lecturer

## Knowledge and skills

Teachers are expected to have:

- Knowledge of pedagogy
- Knowledge of classroom rules and regulations
- Knowledge and understanding of national curriculum
- Knowledge of children's development
- Knowledge of teaching methods and the ability to adapt such methods according to the educational needs, abilities and attainment potential of students
- Knowledge of ethics in education
- Knowledge of quality standards in education
- Knowledge of health and safety procedures
- The ability to operate classroom equipment, such as the interactive whiteboard

In addition to the above, Special Education Teachers are expected to have:

- Knowledge of multiple disabilities and/or difficulties including intellectual disabilities, specific learning difficulties, emotional and behavioural difficulties, communication difficulties, sensory difficulties and/or physical disabilities

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and English
- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- Leadership skills

## Additional qualities

These may include:

- A caring and gentle manner
- A passion for teaching
- An interest in pupils' development
- Creativity
- Enthusiasm
- Flexibility
- Patience
- Sensitivity
- The ability to maintain order and discipline

## Related career opportunities

- Assistant Head of School
- Education Officer
- Head of Department
- Head of School
- Learning Centre Coordinator

**Alternative titles:** Senior Lecturer, Associate Professor, Professor, Assistant Lecturer



## Job description and duties

University and Higher Education Lecturers teach academic or vocational subjects at Universities and Higher Education Institutions. A University and Higher Education Lecturer is typically expected to:

- Plan, prepare and deliver lectures, workshops, seminars and tutorials to students
- Contribute to the design of a new programme of study and course development
- Foster a positive learning environment for students
- Prepare and set examination papers
- Mark and provide appropriate feedback on assignments and examinations
- Devise, write and produce new materials, including audio and visual resources
- Attend and contribute to training sessions
- Keep attendance records
- Participate in the selection and enrolment process of prospective students
- Participate in the development of communication tools used to attract

prospective students (such as websites, social media streams and publications) (where applicable)

- Give academic advice to students and supervise their research projects or dissertations
- Conceive and conduct research for publication in peer reviewed journals
- Attend and deliver presentations at conferences

## Work environment

University and Higher Education Lecturers may be employed full-time or part-time and work in an educational setting. Working hours may vary, however regular working hours are to be expected from Monday to Friday.

Depending on the subject area, University and Higher Education Lecturers may also work in laboratories, studios or in outdoor locations.

## Occupation data

Number of employees (2017)	1,377
Share of foreigners (2017)	7%
Job Outlook (2018 - 2022)	+8%
Median Pay (per annum)	€18,200

## Entry level education / special licences / warrants

To work as a Higher Education Lecturer, an MQF Level 6 qualification in the relevant subject area of lecturing is required. A qualification at MQF Level 7 may also be required by employers.

# Teacher of English as a Foreign Language (TEFL)

To become a University Lecturer, one would need to be in possession of a Ph.D. or an equivalent research-based doctorate in the subject area one would lecture in.

In time one may progress to a more senior position within the Resident Academic stream. There are four grades starting from Lecturer, Senior Lecturer, Associate Professor and Professor.

One can also become an Assistant Lecturer with a Master qualification (MQF Level 7) and would have been accepted for or already in the process of achieving their Ph.D.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

## Knowledge and skills

University and Higher Education Lecturers are expected to have:

- Proficiency and the ability to keep up-to-date in the subject area of lecturing
- The ability to adapt teaching style to suit students
- Administrative skills
- Analytical skills
- Research skills
- Presentation skills
- A commitment to Continuous Professional Development (CPD)
- Knowledge of ethics in education
- Knowledge of quality standards in education
- Class management skills

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- IT skills
- Organisational and planning skills

- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- Leadership skills

## Additional qualities

These may include:

- A passion for and commitment to teaching
- An interest in students' learning
- Creativity
- Critical thinking skills
- Enthusiasm
- Flexibility
- Networking skills
- Patience
- Strong willed
- The ability to maintain order and discipline

## Related career opportunities

- Other Teaching Professional
- Personnel and Career Professionals
- Rector
- Research Analyst
- Secondary Education Teacher
- Training and Staff Development Professional

Alternative title: EFL Teacher



## Job description and duties

Teachers of English as a Foreign Language deliver classes and/or tutorials to students whose first or main language is not English. A Teacher of English as a Foreign Language is typically expected to:

- Plan, prepare and deliver lessons and activities to a range of classes and age groups
- Prepare and set tests and exercises
- Mark and provide appropriate feedback on oral and written work
- Plan schemes of work and devise, write and produce new materials, including audio and visual resources
- Attend and contribute to training sessions for Continuing Professional Development (CPD) on an annual basis
- Carry out basic administration tasks, such as keeping student attendance records
- Attend social and cultural activities and events with students (where applicable)
- Participate in staff meetings

## Work environment

Teachers of English as a Foreign Language are required in commercial language schools. The working hours are dependent on demand, which tend to increase considerably in the summer months. Part-time and freelance work are rather common.

## Occupation data

Number of employees (2017)	439
Share of foreigners (2017)	29%
Job Outlook (2018 - 2022)	+10%
Median Pay (per annum)	€16,600

## Entry level education / special licences / warrants

To work as a Teacher of English as a Foreign Language, one would require:

- An MQF Level 4 in English (grades C or above) or a pass in the Test of English for Teachers (TELT)
- A Teaching English as a Foreign Language (TEFL) Certificate
- A pass in Spoken English Proficiency Test for Teachers (SEPTT)
- A valid ELT permit issued by the ELT Council

For further details on specific entry requirements, it is advisable to consult the ELT Council website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.



# Other Teaching Professional

One may opt to continue their studies in this area and obtain the Certificate of English Language Teaching to Adults (CELTA) or Certificate in Teaching English to Speakers of Other Languages (Cert TESOL).

Teachers of English as a Foreign Language are typically required to present a clean Police Conduct Certificate.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Teachers of English as a Foreign Language are expected to have:

- Knowledge of pedagogy
- Knowledge of classroom rules and regulations
- Knowledge of different teaching styles and techniques
- Knowledge of ethics in teaching
- Knowledge of quality standards
- Clear diction and the ability to project one's voice
- Knowledge of health and safety procedures
- The ability to use classroom equipment such as an interactive whiteboard
- Leadership skills

Transferable skills should include:

- Interpersonal skills
- Communication skills
- IT skills
- Customer care skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A passion for teaching and working with people
- A sense of humour
- Assertiveness
- Confidence
- Creativity
- Diligence
- Knowledge of other foreign languages
- Patience
- Presence and charisma
- Quick-thinking
- The ability to keep order and discipline

## Related career opportunities

- Director of Studies
- Other Language Teacher
- TEFL Coordinator

**Alternative titles:** Trainer, Adult Educator, Adult Trainer, Instructor, Tutor (private tuition)



## Job description and duties

Other Teaching Professionals teach at Vocational Educational and Training Institutions, as well as at other Further Education Institutions such as the Lifelong Learning Directorate. An Other Teaching Professional is typically expected to:

- Plan and prepare course material
- Deliver lessons, training sessions, workshops, seminars and tutorials to students (including adult students)
- Foster a positive learning environment for students
- Prepare and set practical and written assessments
- Prepare students for examinations and assessments
- Mark and provide appropriate feedback on assignments, essays, projects and examinations
- Devise, write and produce new materials, including audio and visual resources
- Attend and contribute to training sessions
- Carry out basic administration tasks and keep attendance records

## Work environment

Other Teaching Professionals may be employed on a full-time or part-time basis. Working hours may vary from Monday to Saturday and working evenings may be required. Freelance work is also an option.

Depending on the subject area, Other Teaching Professionals may be required to work in laboratories, workshops, studios or in outdoor locations.

## Occupation data

Number of employees (2017)	6,727
Share of foreigners (2017)	3%
Job Outlook (2018 - 2022)	+10%
Median Pay (per annum)	€23,500

## Entry level education / special licences / warrants

Qualification requirements vary according to the type of educational institution and/or subject area. However, typically Other Teaching Professionals would require a relevant qualification starting from an MQF which is one level above the MQF Level of the course being delivered. They may also require work-related experience and/or teaching experience in the subject area.

Additionally, a specific qualification in adult education may be considered an asset. Training programmes include:

# Accountant

- National Diploma in Teaching Adults (Directorate for Lifelong Learning and Early School Leavers) (MQF Level 5)
- Master of Arts in Adult Education (University of Malta) (MQF Level 7)

## Knowledge and skills

Other Teaching Professionals are expected to have:

- Proficiency and the ability to keep up-to-date in the subject area of teaching
- The ability to adapt teaching style to suit students
- Administrative skills
- Analytical skills
- Research skills
- Presentation skills
- Networking skills
- A commitment to Continuous Professional Development (CPD)
- Knowledge of ethics in education
- Knowledge of quality standards in education
- Class management skills

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- The ability to relate to people from a wide variety of backgrounds
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently
- Leadership skills

## Additional qualities

These may include:

- A passion for and commitment to teaching
- An interest in students' learning
- Creativity
- Critical thinking skills
- Enthusiasm
- Flexibility
- Patience
- Strong willed
- The ability to maintain order and discipline

## Related career opportunities

- Education Officer
- Other Language Teacher
- Teacher
- Training and Staff Development Professional
- University and Higher Education Lecturer

**Alternative titles:** Management Accountant, Financial Accountant, Financial Controller



## Job description and duties

Accountants are responsible for preparing, analysing and evaluating financial information in order to advise management (or a client) on decisions which impact the financial performance of the firm (or organisation) or which concern the setting up of organisational strategies and goals. Accountants may either be part of a large team of professionals, or be the sole financially trained member of staff in a company. After gaining years of experience as an Accountant, one may progress to a Financial Controller role. Although duties will vary depending on the setting, an Accountant is typically expected to:

- Prepare internal financial reports and/or management accounts for the client/management, such as budgets, investment appraisal, performance analysis and business plans
- Preparation, review and timely submission of tax returns and VAT returns
- Oversee the payroll (where applicable)
- Monitor company (or organisation)

- performance and be able to effectively analyse client's financial position
- Use an array of sophisticated management accounting techniques to be able to generate data and information relevant for decision making
- Advise management on strategic issues of the firm to improve business efficiency and profitability
- Develop financial forecasts as well as risk analysis reports
- Correctly apply the latest accounting procedures in line with applicable financial reporting standards (such as IFRS) and relevant legislation
- Manage workload with other colleagues and regularly meeting clients
- Supervise the work of junior employees such as Accounting and Bookkeeping Clerks and Accounts Executives (where applicable)
- Liaise with Auditors at end of year (where applicable)
- Conduct financial investigation in such matters as suspected fraud, insolvency and bankruptcy
- Keep up-to-date with developments in relevant legislation and international financial reporting standards and corporate governance
- Adhere to ethical rules that govern the profession

## Work environment

Accountants may either be part of a company's internal structure to provide accounting services



for that same organisation or work for an audit and accounting private firm, who are then tasked with accounting-related jobs for their clients. Financial Controllers may work in the private and public sector. In the case of small organisations, the Financial Controller may be the only source of financial expertise, while in large firms Financial Controllers typically lead a team of accounting professionals.

Accountants typically work on a full-time basis, Monday to Friday. Part-time opportunities may also be available. Working additional hours or weekends may be expected to meet the client's and/or company's deadlines, including legal deadlines which involve the submission of accounts and taxes.

Although the work is mainly office-based, Accountants may also be asked to meet clients outside their workplace, in which case commuting may be expected (including going abroad).

### Occupation data

Number of employees (2017)	2,217
Share of foreigners (2017)	14%
Job Outlook (2018 - 2022)	+30%
Median Pay (per annum)	€23,800

### Entry level education / special licences / warrants

Aspiring Accountants are required to enter programmes which lead to the acquisition of a Certified Public Accountant (CPA) Warrant. This warrant is obtained after an aggregate of three years of working experience in the industry - of which at least one year of experience is gained after academic qualifications have been obtained – subject to the successful completion of the relevant accounting qualification, such as the Bachelor of Accountancy (Honours) (University of Malta) (MQF Level 6).

Another option is to follow programmes such as the ACCA (Association of Chartered Certified Accountants) or the ICAEW (Institute of Chartered Accountants in England and Wales), which lead to an internationally recognised accounting certification.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

Accountants must fulfil the mandatory Continuous Professional Education requirement in order to renew their warrant. For further information, it is advisable to consult The Malta Institute of Accountants' website.

On-the-job training is typically offered by the employer.

### Knowledge and skills

Accountants are expected to have:

- The ability to comprehend and apply financial reporting standards and regulations
- Knowledge of appropriate tax treatments for specific transactions and awareness of the implications of EU directives on the Maltese corporate tax system
- Knowledge of relevant financial services legislation in Malta
- The ability to recognise and monitor risks faced by organisations and accountants in practice
- The ability to identify potential criminal or fraudulent behaviour according to AML/CFT regulations

- Up-to-date knowledge of recent trends in corporate governance
- Analytic and interpretive skills
- The ability to clearly and coherently explain financial information to the client and/or to management
- Presentation skills
- Negotiation skills
- The ability to manage conflict
- The ability to maintain client confidentiality

Transferable skills should include:

- Interpersonal skills
- Strong skills in English
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and the ability to multitask
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- Leadership skills

### Additional qualities

These may include:

- A high level of drive and ambition
- A methodical and meticulous approach
- A sense of initiative
- A solution-oriented approach
- Accuracy
- An ability to see the bigger picture
- Attention to detail
- Confidence
- Critical thinking skills
- Focused
- Honesty
- Inquisitiveness
- Integrity

### Related career opportunities

- Auditor
- Chief Financial Officer
- Finance Manager
- Head of Accounting

# Auditor

**Alternative titles:** External Auditor, Internal Auditor, Public Auditor



## Job description and duties

Auditors may either be External Auditors, who independently review a client's financial statements or Internal Auditors, involved in examining an organisation's policies to assess their effectiveness.

An External Auditor is typically expected to:

- Provide audit advice to clients
- Prepare and implement an audit plan
- Examine company accounts to ensure their accuracy and compliance with regulations and accounting standards
- Prepare audit reports which document the methodology used during an audit and the findings of that audit
- Assess clients' financial reporting systems
- Make recommendations for improvements in line with best practice
- Develop and maintain client relationships

An Internal Auditor is typically expected to:

- Execute internal audits in accordance with the annual audit plan

- Collect, evaluate and communicate information about the processes being examined
- Identify and analyse potential risks to the business
- Compile reports and present findings and recommendations on systems and procedures under review to management
- Monitor and assess the implementation of agreed-upon recommendations
- Liaise with External Auditors and regulatory bodies

## Work environment

An Auditor may work in the public sector, in a private audit and accounting firm or be self-employed.

Auditors typically work full-time. However, working additional hours or weekends may be expected in order to meet the client's and/or company's deadlines.

## Occupation data

Number of employees (2017)	595
Share of foreigners (2017)	26%
Job Outlook (2018 - 2022)	+33%
Median Pay (per annum)	€21,600

## Entry level education / special licences / warrants

External Auditors are required to be in possession of a Certified Public Accountant (CPA) Warrant and a Practicing Certificate in Auditing.

The CPA Warrant is obtained after an aggregate of three years of working experience in the industry - of which at least one year of experience is gained after academic qualifications have been obtained – subject to the successful completion of the relevant accounting qualification such as the Bachelor of Accountancy (Honours) (University of Malta) (MQF Level 6).

Another option is to follow programmes such as the ACCA Programme (Association of Chartered Certified Accountants) or the ICAEW Programme (Institute of Chartered Accountants in England and Wales), which lead to an internationally recognised accounting certification.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

Accountants must fulfil the mandatory Continuous Professional Education requirement in order to renew their warrant. For further information, it is advisable to consult The Malta Institute of Accountants' website.

In order to obtain the Practicing Certificate in Auditing, one needs to complete at least three years auditing experience under the supervision

of a holder of a Practicing Certificate in Auditing, of which at least two years should be gained subsequent to obtaining the academic qualification.

While External Auditors are required to be Accountants, this is not necessarily the case for Internal Auditors. In addition to being qualified in accountancy, Internal Auditors may be qualified in other areas such as Risk Management. Additionally, professional certifications such as the Institute of Internal Auditors (IIA) audit certification and the Certified Information Systems Auditor (CISA) certification may be considered an asset.

On-the-job training is typically offered by the employer.

## Knowledge and skills

Auditors are expected to have:

- An understanding of the industry the organisation is operating in
- Up-to-date knowledge of developments in international accounting standards and their interpretation
- Knowledge of auditing procedures including techniques, test and sampling methods
- The ability to identify potential criminal or fraudulent behaviour in line with AML/CFT directives and regulations
- The ability to recognise and monitor risks faced by organisations and accountants in practice
- Up-to-date knowledge of recent trends in corporate governance and the ability to identify the conditions required for good corporate governance
- The ability to clearly and coherently explain financial information to clients or management
- The ability to be independent and objective
- Presentation skills



# Anti-Fraud Agent

- Negotiation skills
- Project management skills

Transferable skills should include:

- Interpersonal skills
- Strong communication skills in English
- IT skills
- Leadership skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and the ability to multitask
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A client-oriented approach
- A high level of drive and ambition
- A methodical and meticulous approach
- A sense of initiative
- A solution-oriented approach
- Accuracy
- Assertiveness
- Attention to detail
- Confidence
- Critical thinking skills
- Honesty
- Inquisitiveness
- Integrity
- The ability to see the bigger picture

## Related career opportunities

- Accountant
- Chief Financial Officer
- Finance Manager
- Management Consultant
- Risk Manager

**Alternative titles:** Risk and Fraud Agent, Fraud Specialist, Fraud Analyst, Fraud Investigator



- Keep up-to-date with industry best practices to combat fraud and reduce losses

## Work environment

Anti-Fraud Agents may be employed in the private sector in financial services, gaming or IT support industries or in the public sector such as in the Economic Crimes Unit.

Anti-Fraud Agents typically work full-time from Monday to Friday. In certain sectors, such as in gaming, Anti-Fraud Agents may be required to work on shift basis.

## Job description and duties

Anti-Fraud Agents are responsible for monitoring online transactions looking for signs of fraudulent activity. An Anti-Fraud Agent is typically expected to:

- Use business intelligence and data analysis software to detect irregularities
- Perform anti-fraud checks by monitoring clients' website and other sources for signs of fraudulent activity
- Distinguish between fraudulent activity and legitimate transactions
- Perform due diligence on the clients' business
- Develop and manage fraud procedures to identify and minimize fraud activity
- Keep track of suspicious activity patterns
- Communicate with the client or with end-consumers regarding potential instances of fraudulent activity
- Prepare reports containing analysis of fraud, supporting evidence and possible solutions
- Liaise with other staff in order to identify fraud risk and implement mitigation measures

## Occupation data

Number of employees (2017)	282
Share of foreigners (2017)	65%
Job Outlook (2018 - 2022)	+40%
Median Pay (per annum)	€24,300

## Entry level education / special licences / warrants

To work as an Anti-Fraud Agent, a qualification at MQF Level 6 or higher is usually required. Training programmes include:

- Bachelor of Commerce (Honours) in Insurance and Risk Management (University of Malta) (MQF Level 6)
- Bachelor of Commerce (Honours) in Banking and Finance (University of Malta) (MQF Level 6)

# Financial and Investment Advisor

Other specialised qualifications in areas such as Compliance and Anti-money Laundering may be required, such as the CFCP (ICA Certificate in Financial Crime Prevention) and the CAML (ICA Certificate in Anti Money Laundering).

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Anti-Fraud Agents are expected to have:

- An understanding of the industry the clients are involved in
- Knowledge of how to detect potential fraudulent activity
- Knowledge of financial law
- Knowledge of risk minimisation strategies
- Investigative skills
- Analytical and research skills
- Knowledge of anti-money laundering and terrorist financing regulations
- Report writing skills

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in English and preferably in other foreign languages
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management and multitasking skills

- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A sense of initiative
- A solution-oriented approach
- Accuracy
- Attention to detail
- Critical thinking skills
- Flexibility
- Honesty
- Impartiality
- Inquisitiveness
- Integrity
- Patience
- Persistence

## Related career opportunities

- Anti-Money Laundering Agent
- Compliance Officer

**Alternative titles:** Financial and Investment Consultant, Financial Planner, Estate Planner



## Job description and duties

Financial and Investment Advisors assist clients to choose the best way to invest their money. A Financial and Investment Advisor is typically expected to:

- Evaluate present and future market conditions
- Identify the right type of investment products to suit the client's needs
- Buy and sell stocks and/or bonds for clients
- Carry out research on investment products (where applicable)
- Explain the details of specific investments to clients, as well as the differences between different investments
- Negotiate competitive rates with providers of financial products (where applicable)
- Keep detailed records of client's investment activities
- Deal with client enquiries
- Produce financial reports for clients

## Work environment

Financial and Investment Advisors may work with financial institutions such as banks or stock brokerage firms in the private sector and in the public sector.

Financial and Investment Advisors typically work full-time. However, working additional hours or weekends may be expected in order to meet deadlines.

## Occupation data

Number of employees (2017)	256
Share of foreigners (2017)	30%
Job Outlook (2018 - 2022)	+31%
Median Pay (per annum)	€26,600

## Entry level education / special licences / warrants

To work as a Financial and Investment Advisor, a qualification at MQF Level 6 or higher is required in Banking, Finance, Insurance, Risk Management and related areas. Training programmes include:

- Bachelor of Commerce (Honours) in Banking and Finance (University of Malta) (MQF Level 6)
- Bachelor of Science (Honours) in Financial Services Management (MCAST) (MQF Level 6)



# Investment and Financial Analysis Consultant

Additionally, professional certifications such as the following are required:

- DipFA (Diploma for Financial Advisors) Certification through MFSA to act as Financial and Investment Advisor is also required.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is typically required.

## Knowledge and skills

Financial and Investment Advisors are expected to have:

- Knowledge in investments
- Knowledge of market trends
- Knowledge of current affairs and their possible effect on the market
- Research and analytical skills
- The ability to keep client confidentiality
- Knowledge on markets in Financial Instruments Directive II
- The ability to clearly and coherently explain financial information to clients or management
- Negotiation skills
- Networking skills and the ability to build and maintain professional relationships
- The ability to maintain client confidentiality

Transferable skills should include:

- Written and verbal communication skills in English
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- Leadership skills

## Additional qualities

These may include:

- A high level of drive and ambition
- Accuracy
- An ability to see the bigger picture
- Assertiveness
- Attention to detail
- Critical thinking skills
- Flexibility
- Honesty
- Inquisitiveness
- Trustworthiness

## Related career opportunities

- Economist
- Insurance Broker
- Investment and Financial Analysis Consultant
- Investment Banker
- Management Consultant

**Alternative titles:** Investment and Financial Analyst, Investment Analyst



## Job description and duties

Investment and Financial Analysis Consultants are responsible for carrying out quantitative analysis of data which has an impact on investment programmes. An Investment and Financial Analysis Consultant is typically expected to:

- Analyse and interpret financial information
- Provide advice on the suitability of specific investments to stakeholders on a regular basis
- Assess each investment from a risk perspective
- Ensure that investment profile information is kept updated
- Report on the performance of investment portfolios on a regular basis
- Liaise with and maintain professional relationships with Investment Managers, Administrators and Custodians

## Work environment

Financial and Investment Consultants may work with financial institutions such as banks, insurance companies, securities firms and hedge funds. Employment may also be with organisations and entities operating in the public sector such as the Malta Communications Authority (MCA).

Financial and Investment Consultants typically work full-time. Working additional hours may be expected in order to meet deadlines.

## Occupation data

Number of employees (2017)	198
Share of foreigners (2017)	30%
Job Outlook (2018 - 2022)	+26%
Median Pay (per annum)	€27,100

## Entry level education / special licences / warrants

To work as an Investment and Financial Analysis Consultant, a qualification at MQF Level 6 or higher in Banking, Finance, Economics, Statistics, Mathematics, Insurance and Risk Management or related areas is required. Training programmes include:

- Bachelor of Commerce (Honours) in Banking and Finance (University of Malta) (MQF Level 6)
- Bachelor of Science (Honours) in Financial Services Management (MCAST) (MQF Level 6)

# Management Consultant

Additionally, professional certifications such as the following are required:

- CFA (Chartered Financial Analyst)
- CEFA (Certified European Financial Analyst)

Certification through MFSA to act as Financial and Investment Advisor is also required.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is typically offered by the employer.

## Knowledge and skills

Investment and Financial Analysis Consultants are expected to have:

- An understanding of financial markets and market trends
- Knowledge in investments
- Knowledge of current affairs and their possible effect on the market
- Knowledge of risk management and compliance regulations
- Analytical and research skills
- The ability to evaluate the suitability of investment products for various types of investors
- The ability to evaluate and assimilate data and report on findings
- The ability to clearly and coherently explain financial information to clients or management

- Presentation skills
- The ability to keep client confidentiality

Transferable skills should include:

- Interpersonal skills
- Strong written communication skills in English
- Organisational and planning skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- Leadership skills

## Additional qualities

These may include:

- A high level of drive and ambition
- Accuracy
- An ability to see the bigger picture
- An inquisitive mindset
- Assertiveness
- Attention to detail
- Critical thinking skills
- Flexibility
- Honesty
- Trustworthiness

## Related career opportunities

- Bank Manager
- Economic and Financial Analysis Manager
- Financial and Investment Advisor
- Investment Banker
- Investment Manager
- Investment Services Officer
- Trade Broker

**Alternative titles:** Business Consultant, Management and Organisation Analyst, Business Analyst



## Job description and duties

Management Consultants are involved in the running of business operations and are responsible for assisting in the development of organisational objectives and strategies. Although tasks may vary according to the field of business one is working in, a Management Consultant is typically expected to:

- Discuss, analyse and evaluate current organisational systems and structures and direct clients towards a more efficient use of the organisation's resources
- Monitor business performance
- Collect, analyse and interpret business data and statistics to base future business decisions on reliable information
- Participate in research to determine market trends and opportunities which the organisation can take advantage of
- Analyse feedback and evaluate potential improvements
- Identify new business opportunities and approach prospective clients

- Make decisions on how to invest or raise funds (where applicable)
- Determine optimal prices of company products and/or services based on relevant data (where applicable)
- Assist with the implementation of recommendations and provide ongoing support
- Supervise and direct the implementation of projects
- Manage and supervise staff
- Negotiate terms and conditions of agreements and contracts

## Work environment

Management Consultants are required in organisations operating in the private sector across different industries. Management Consultants typically form part of a consultancy team. This role involves office-based work and meetings with staff and clients.

Management Consultants typically work full-time. Working outside regular office hours may be required.

## Occupation data

Number of employees (2017)	1,566
Share of foreigners (2017)	30%
Job Outlook (2018 - 2022)	+27%
Median Pay (per annum)	€26,100



### Entry level education / special licences / warrants

To work as a Management Consultant, one would typically require an MQF Level 7 qualification such as:

- Executive Master in Business Administration (MBA) (University of Malta) (MQF Level 7)
- Master of Science in Strategic Management and Marketing (University of Malta) (MQF Level 7)
- Master of Science in Economics (University of Malta) (MQF Level 7)

Alternatively a person may possess an MQF Level 6 qualification with a number of years of work experience in a related role. Training programmes may include:

- Bachelor of Commerce (Honours) in Economics (University of Malta) (MQF Level 6)
- Bachelor of Science (Honours) in Business and Information Technology (University of Malta) (MQF Level 6)
- Bachelor of Science (Honours) in Banking and Finance and Mathematics (University of Malta) (MQF Level 6)

For certain industries, employers might require specific qualifications related to a particular sector.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the

employer.

### Knowledge and skills

Management Consultants are expected to have:

- Knowledge of organisational structures, management theory, systems and procedures
- The ability to recognise and extract relevant concepts and data
- Knowledge in complementary areas of business disciplines
- Knowledge of different research techniques
- An interest in keeping up-to-date with the latest economic developments on a global, national and possibly also industry specific level
- Project management skills
- Negotiation skills
- Networking skills
- The ability to keep client confidentiality
- The ability to collate and write a report

Transferable skills should include:

- Interpersonal skills
- Strong written communication skills in English
- IT skills
- Numeracy skills
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- Leadership skills

### Additional qualities

These may include:

- A goal-oriented approach
- Accuracy
- An ability to see the bigger picture
- Attention to detail
- Being focused
- Business acumen
- Creativity
- Critical thinking skills
- Flexibility

- Honesty and trustworthy
- Inquisitiveness
- Methodical
- Tact

### Related career opportunities

- Auditor
- Business Services and Administration Manager
- Professional Services Manager

Occupation Code: 2422

## Policy Analyst

**Alternative titles:** Policy Officer, Senior Policy Officer, Policy Administrator, Policy Advisor



### Job description and duties

Policy Analysts are responsible for supporting the development and evaluation of policies to make sure an organisation's goals are attained. Although duties will vary according to the area one is working in, a Policy Analyst is typically expected to:

- Review current policies
- Carry out and coordinate research and analysis

- Prepare policy papers, briefs and reports for current or new policies
- Organise and coordinate consultations with relevant stakeholders, including government entities and social partners
- Develop policy and manual of procedures
- Provide support for the planning and coordination of events and meetings
- Participate in conferences, seminars and meetings
- Supervise the work of junior officials

### Work environment

Policy Analysts typically work in the public sector across different areas such as health, social services, education, immigration and the environment. Opportunities within the private sector may be available in certain areas such as financial services and legal consultancy. This role entails office-based work and extensive

networking with different parties. Participation in meetings and conferences and overseas travel is required.

Policy Analysts typically work full-time. Working outside regular office hours and during weekends may be required in order to meet tight deadlines or during periods of exceptional activity.

#### Occupation data

Number of employees (2017)	119
Share of foreigners (2017)	18%
Job Outlook (2018 - 2022)	+22%
Median Pay (per annum)	€22,000

#### Entry level education / special licences / warrants

To work as a Policy Analyst, a qualification at MQF Level 6 or higher in Social Policy, Public Administration or in a related area is typically required. Training programmes include:

- Bachelor of Arts in Social Policy (University of Malta) (MQF Level 6)
- Bachelor of Arts (Honours) in Public Administration (University of Malta) (MQF Level 6)
- Bachelor of Commerce majoring in Public Policy (University of Malta) (MQF Level 6)
- Masters of Arts in Social Policy (University of Malta) (MQF Level 7)
- Masters of Science in Public Policy and Strategic Management (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

#### Knowledge and skills

Policy Analysts are expected to have:

- Knowledge of the policy area one is working in
- Knowledge of local and international affairs (political and economic aspects)
- The ability to process and interpret large volumes of data
- Networking skills
- Research and analytical skills

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and English
- IT skills
- Organisational and planning skills
- Problem solving skills and the ability to take timely decisions
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- Leadership skills

#### Additional qualities

These may include:

- A disposition for change
- A methodical and goal-oriented approach
- A sense of initiative
- Accuracy
- An ability and willingness to learn
- An ability to see the bigger picture
- Assertiveness
- Attention to detail

- Critical thinking skills
- Flexibility
- Highly focused and driven
- Inquisitive
- Tact

#### Related career opportunities

- Policy and Planning Manager
- Policy Development Manager
- Research Analyst

Occupation Code: 2422

## Research Analyst

Alternative title: Researcher



#### Job description and duties

Research Analysts are generally involved in the process of developing and analysing policies which serve to guide the operations of organisations. A Research Analyst's role would generally revolve around the collection and analysis of primary or secondary data. A Research Analyst is typically expected to:

- Develop and coordinate research programmes
- Collaborate and coordinate with project partners (where applicable)
- Develop statistical models

- Analyse the needs and behaviour of consumers, industries, institutions and partner entities
- Determine the subject matter and objectives of studies and research activities
- Collect data by different methods including polls, surveys and interviews
- Analyse the results of research activities and prepare reports
- Communicate the research findings to the relevant stakeholders
- Keep informed on developments relevant to market or policy areas of interest

#### Work environment

Research Analysts may work in the public and private sectors and typically specialise in a specific area, such as market research, public policy and business operations.

Although the role is generally office-based, Research Analysts may need to travel to conduct research or collect data. They may also be required to attend meetings and conferences.



Research Analysts typically work on a full-time basis, from Monday to Friday. Working overtime or during weekends may be required in the event of a tight deadline. Research Analysts may also work on a freelance basis and be engaged on a project basis.

#### Occupation data

Number of employees (2017)	317
Share of foreigners (2017)	42%
Job Outlook (2018 - 2022)	+20%
Median Pay (per annum)	€25,000

#### Entry level education / special licences / warrants

Working as a Research Analyst would generally require a qualification at MQF Level 6 or higher in either Economics, Statistics, Mathematics, Public Policy, Management or other similar subject. Training programmes include:

- Bachelor of Commerce (Honours) in Economics (University of Malta) (MQF Level 6)
- Bachelor of Commerce (Honours) in Management (University of Malta) (MQF Level 6)
- Bachelor of Commerce (Honours) in Public Policy (University of Malta) (MQF Level 6)
- Bachelor of Arts (Honours) in Sociology (University of Malta) (MQF Level 6)
- Bachelor of Arts in Social Policy (University of Malta) (MQF Level 6)
- Bachelor of Science (Honours) in Mathematics and Statistics and Operations Research (University of Malta) (MQF Level 6)
- Master of Science in Strategic Management and Marketing (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the

respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

#### Knowledge and skills

Research Analysts are expected to have:

- An understanding of the local political, economic, social and cultural environment
- Knowledge of policy development process
- Knowledge of quantitative and qualitative research methodologies
- Knowledge and proficient in Microsoft Office programmes, particularly Microsoft Excel, and other software such as SPSS and SQL
- Data analysis and interpretation skills
- Proficiency in Mathematics and Statistics (where applicable)
- Investigative skills
- Interviewing skills
- Report writing skills
- Project management skills

Transferable skills should include:

- Interpersonal skills
- Communication skills
- Organisational and planning skills
- Time management skills, the ability to work under pressure and adhere to deadlines
- Decision making and problem solving skills
- The ability to work independently and as part of a team

#### Additional qualities

These may include:

- A goal-oriented approach
- Accuracy
- Analytical
- Attention to detail

- Critical thinking skills
- Diligence
- Inquisitiveness
- Methodical

#### Related career opportunities

- Business Analyst
- Management and Organisational Analyst
- Mathematician and Statistician
- Public Policy Analyst

Occupation Code: 2423

## Personnel and Career Professional

**Alternative titles:** Careers Advisor, Career Guidance Practitioner, Recruitment Consultant, Job Analyst, Occupational Analyst, Human Resources Specialist, Career Development Practitioner



- Prepare occupational information on occupational classification systems
- Conduct workforce research and recommend vocational guidance, training and personnel management

A Career Professional is typically expected to:

- Interview clients/students and discuss their career aspirations, interests, skills and values
- Assist clients/students to develop a career plan
- Provide information and advice to clients/students on education, training and employment opportunities
- Assist and train clients/students in enhancing their job seeking skills
- Plan and develop career workshops and deliver training
- Organise and take part in career education programmes
- Liaise and collaborate with other professionals, employers, training providers, educational institutions and professional bodies

#### Job description and duties

Personnel and Career Professionals provide services related to human resources management, recruitment and recommend vocational strategy. Responsibilities will typically vary according to the work setting.

A Personnel Professional is typically expected to:

- Advise and perform personnel functions related to employee recruitment, placement, training, promotion, compensation and employee management relations
- Conduct job analysis and draft job descriptions

- Give informative talks to clients/students
- Participate in career fairs and job fairs

### Work environment

Personnel and Career Professionals may work in the public and private sectors across different industries.

Personnel and Career Professionals typically work in an office environment and may also be required to attend meetings outside the office. This role involves extensive interaction with clients and one may be required to attend fairs, expos and conferences.

Personnel and Career Professionals typically work from Monday to Friday during office hours. Working hours are usually up to 40 hours a week.

### Occupation data

Number of employees (2017)	186
Share of foreigners (2017)	14%
Job Outlook (2018 - 2022)	+24%
Median Pay (per annum)	€20,700

### Entry level education / special licences / warrants

To work as a Personnel and Career Professional, a qualification at MQF Level 6 or higher in Psychology, Human Resources, Career Guidance or other related areas is required. Training programmes include:

- Bachelor in Work and Human Resources (Honours) (University of Malta) (MQF Level 6)
- Bachelor in Psychology (Honours) (University of Malta) (MQF Level 6)
- Bachelor of Arts (Honours) in Business Enterprise (MCAST) (MQF Level 6)

- Master in Lifelong Career Guidance and Development (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Personnel and Career Professionals are expected to have:

- Knowledge of the principles, theories and practices of Human Resources Management and/or Career Guidance
- Knowledge of employment legislation and regulations
- The ability to carry out research, interpret data and communicate the results to organisation stakeholders
- Influencing and negotiation skills
- Networking skills and the ability to foster effective working relationships with people at all levels
- Leadership skills and the ability to lead a diverse team
- Presentation skills
- The ability to keep up-to-date with current occupational and labour market trends
- The ability to discuss sensitive and confidential issues with staff/clients and maintain confidentiality
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and English
- IT skills
- Numeracy skills
- Planning and organisational skills
- Problem analysis, problem solving and decision making skills
- Time management skills, the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- The ability to work in a multicultural environment

### Additional qualities

These may include:

- A result-oriented approach
- Analytical
- Assertiveness
- Attention to detail
- Empathic
- Energetic
- Flexibility
- Integrity
- Patience
- Positive attitude
- Proactivity
- Self-motivation

### Related career opportunities

- Employment Agent
- Human Resources Manager
- Training and Staff Development Professional



# Training and Staff Development Professional

**Alternative titles:** Training and Development Officer/Executive, Learning and Development Officer/Executive, Staff Development Professional



## Job description and duties

Training and Staff Development Professionals provide services to organisations and are responsible for enhancing employees' existing skills and assisting employees to gain new skills. Although tasks will vary according to type of training being delivered, a Training and Staff Development Professional would typically be expected to:

- Assess training needs by conducting training needs analysis and consulting with Managers and other staff
- Plan and develop training content according to employee needs and organisational requirements
- Coordinate and schedule training programmes
- Coordinate the delivery of training programmes including induction programmes for new employees and skills training workshops
- Oversee training progress
- Ensure consistency and quality in training delivery

- Conduct training evaluation and modify training content if required
- Liaise and collaborate with external training providers/contractors if required
- Keep up-to-date with the latest research on workplace learning and training

## Work environment

Training and Staff Development Professionals may work in the public and private sectors across different industries. Training and Staff Development Professionals typically work in-house and form part of the human resources team or the training and development team. One may also opt to work on a self-employed basis and provide training and consultancy services to organisations.

Training and Staff Development Professionals typically work from Monday to Friday during office hours. Working hours are usually up to 40 hours a week but being a professional role, one may be required to work outside office hours and during weekends.

Training delivery may take place at the premises of the organisation or at other locations.

## Occupation data

Number of employees (2017)	104
Share of foreigners (2017)	31%
Job Outlook (2018 - 2022)	+33%
Median Pay (per annum)	€19,500

## Entry level education / special licences / warrants

To work as a Training and Staff Development Professional, one would typically require extensive experience in the subject area one is training in and a qualification at MQF Level 6 or higher.

Qualifications required will typically depend on the type of training being delivered. Training programmes include:

- Bachelor in Work and Human Resources (University of Malta) (MQF Level 6)
- Bachelor of Psychology (Honours) (University of Malta) (MQF Level 6)
- Master of Arts in Adult Education (University of Malta) (MQF Level 7)

In cases where training delivered is of a technical nature, such as information and communications technology skills, health and safety skills and manufacturing processes, qualifications related to the specific subject area would be required.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence may be required for this role.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Training and Staff Development Professionals are expected to have:

- Knowledge of the principles, theories and practices of workplace learning and training and human resources management
- Expertise and knowledge of the subject area one is training in
- An understanding of the organisation's needs
- An understanding of instructional technologies such as e-learning methods
- The ability to carry out research and data analysis
- Networking skills and the ability to foster effective working relationships with people at all levels
- Leadership skills and the ability to lead a team
- Presentation skills
- The ability to keep up-to-date with current occupational and labour market trends
- The ability to discuss sensitive and confidential issues with staff/clients and maintain confidentiality
- Business and financial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Verbal communication skills in Maltese and/or English
- IT skills
- Numeracy skills
- Planning and organisational skills
- Problem analysis, problem solving and decision making skills
- Time management skills, the ability to work under pressure and adhere to tight deadlines

# Advertising and Marketing Professional

- The ability to work independently and as part of a team
- The ability to work in a multicultural environment

## Additional qualities

These may include:

- A result-oriented approach
- A smart appearance
- Adaptability
- Assertiveness
- Attention to detail
- Business acumen
- Calmness
- Empathy
- Energetic
- Flexibility
- Inspirational
- Integrity
- Patience
- Positive attitude
- Proactivity
- Self-motivation

## Related career opportunities

- Human Resources Manager
- Occupational/Organisational Psychologist
- Personnel and Career Professional
- Recruitment Consultant
- Training and Development Manager

**Alternative titles:** Marketing Executive, Marketing Account Executive, Marketing Officer, Marketing Coordinator, Digital Marketing Executive, Advertising Specialist



## Job description and duties

Advertising and Marketing Professionals focus on developing and coordinating advertising strategies and campaigns, and determining the market for new/existing goods and services. Advertising and Marketing Professionals are required in various sectors. Their role may vary depending on the size of the organisation.

An Advertising and Marketing Professional is typically expected to:

- Create and execute marketing campaigns to promote a product, service or idea through traditional marketing and digital marketing methods including pay per click, social media, email, and mobile marketing
- Present advertising and marketing campaigns and budgets to external/internal clients (colleagues and senior management)
- Liaise with a range of stakeholders including external and internal clients (colleagues), media, suppliers, printers, designers and web developers, sponsorship partners and more

- Manage advertising and marketing budgets
- Manage brand and corporate identity
- Source advertising opportunities, book traditional adverts in the press, radio or TV, and online adverts (local news websites and social media platforms)
- Manage the production of marketing material including brochures, posters, sales collateral, online newsletters, videos, online or print adverts
- Identify potential markets
- Conduct market research and monitor competitor activity
- Write and edit content for print material (e.g. adverts, brochures, flyers, press releases) and multiple online platforms (e.g. webpages, e-shots, social media posts)
- Monitor online campaigns, access analytics and compile reports
- Organise promotions and events for clients and the media (e.g. press conferences)
- Optimise copy and landing pages for search engine marketing

## Work environment

Advertising and Marketing Professionals usually work within marketing departments in private organisations, public offices or non-profit organisations or in advertising and marketing agencies that offer the full spectrum of marketing services. Advertising and Marketing Professionals are required in most economic sectors.



Advertising and Marketing Professionals typically work in an office environment. Additionally, they may be required to work outside the office which may involve visiting clients at their premises and meeting with suppliers. Such roles are generally on a full-time basis and working hours usually involve normal office hours. However, evening and weekend work may be expected when the role involves organising or attending events or when tight marketing campaign deadlines need to be met.

### Occupation data

Number of employees (2017)	785
Share of foreigners (2017)	52%
Job Outlook (2018 - 2022)	+34%
Median Pay (per annum)	€20,100

### Entry level education / special licences / warrants

There are different ways through which one may become an Advertising and Marketing Professional. The most common route is to obtain a recognised qualification through a full-time study programme related to commerce, marketing, communications and media studies, business and management or psychology. Full-time study programmes include the following:

- Advanced Diploma in Business Administration (MCAST) (MQF Level 4)
- Advanced Diploma in Marketing (MCAST) (MQF Level 4)
- Bachelor of Arts (Honours) in Business Enterprise (MCAST) (MQF Level 6)
- Diploma in Management Studies (University of Malta) (MQF Level 4)
- Bachelor of Commerce (Honours) in Marketing (University of Malta) (MQF Level 6)

- Bachelor of Communications (Honours) (University of Malta) (MQF Level 6)
- Bachelor of Arts in Communication Studies and Psychology (University of Malta) (MQF Level 6)

A post-graduate degree or Master's degree is not usually a requirement for entry level advertising and marketing roles, however, as one progresses through an advertising and marketing career, post-graduate and master degrees are becoming more popular.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

One may also choose to follow part-time professional courses in marketing. This route is suitable for individuals already working in an advertising and marketing role and would like to progress to a more senior role, such as entering an organisation as an Administrator or Intern and moving to Marketing Coordinator or Executive. This is also a suitable route for individuals who would like to transition into advertising and marketing from another line of work.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence may be required for such a role.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Advertising and Marketing Professionals are expected to have:

- Digital strategy skills
- Commercial and business awareness and budget management skills
- Knowledge of different media channels and how they operate e.g. TV, radio, press and internet
- Proficiency in digital media (social media marketing, content management systems, email marketing builders and bulk senders)
- Basic analytical skills to analyse online analytic tools like Google Analytics, Facebook Analytics and others
- Knowledge of Search Engine Optimization (SEO), especially in relation to content marketing
- Knowledge of ranking factors and search engine algorithms
- Design skills and knowledge of design tools like Photoshop and InDesign (where applicable)

Transferable skills should include:

- Interpersonal skills
- Written communication skills, with the ability to adapt communication style to different stakeholders and audiences
- Organisational and planning skills
- Time management skills and the ability to work under pressure and adhere to deadlines
- Decision making and problem solving skills
- IT skills
- Presentation skills
- The ability to work independently and as part of a team
- Leadership and project management skills

### Additional qualities

These may include:

- A flair for writing
- A friendly and outgoing personality
- Accuracy
- An interest in design
- Attention to detail
- Creativity
- Flexibility
- Proactive and highly driven
- The ability to see things from different perspectives
- Willingness to learn

### Related career opportunities

- Author and Related Writer
- Brand Manager
- Communications Executive
- Digital Marketing Executive
- Market Research Analyst
- Public Relations Officer
- Sales and Marketing Executive
- Social Media Specialist

# Public Relations Officer (PRO)

**Alternative titles:** Public Relations Executive, Media Executive, Marketing and PR Executive, Communications Executive, Corporate Affairs Executive, Press Liaison Officer, Publicity Agent



## Job description and duties

Public Relations Officers (PRO) plan and develop information, media and communication strategies that promote and safeguard the reputation of an organisation to the public, shareholders and employees. Typically part of the marketing team, a PRO is responsible for the reputation of the entity it is engaged by. A PRO may also be involved in crisis management, Corporate Social Responsibility (CSR) and employer branding.

Whilst advertising is nearly always paid for, Public Relations (PR) tends to be based on the opportunity for 'free of charge' visibility in the press, obtained through the number of contacts a PRO would have made through the years. A PRO is typically expected to:

- Create and execute publicity campaigns to promote a product, service or idea
- Present campaigns and budgets to external and/or internal clients (colleagues and senior management)

- Be the first point of contact for the press to communicate with the organisation and be the organisation's spokesperson
- Liaise with a range of stakeholders particularly the press, VIP clients, government offices, regulators, internal clients (colleagues), suppliers, printers, designers and web developers and sponsorship partners
- Manage PR budgets
- Source PR opportunities in the media (newspapers, TV, radio and appropriate online portals)
- Research public opinion through market research and monitor competitor activity and compile press reports
- Write and edit content for print material (e.g. newspaper articles, press releases), multiple online platforms (e.g. webpages, e-shots, social media posts), speeches and replies to journalists
- Monitor online campaigns, access analytics and compile reports
- Organise promotions and events for clients and the media (e.g. press conferences)

In corporate PR roles, PROs may also be involved in company announcements, writing annual reports, corporate social responsibility and sustainability

## Work environment

PROs are required in most economic sectors and typically work within marketing departments

in private organisations, public offices or non-profit organisations, or in advertising, marketing and PR agencies that offer the full spectrum of services.

PROs work in offices, generally on a full-time basis. Working hours are usually normal office hours based on a five day week, however evening and weekend work may be expected when the role involves organising or attending activities or when tight deadlines need to be met.

## Occupation data

Number of employees (2017)	1,511
Share of foreigners (2017)	3%
Job Outlook (2018 - 2022)	+20%
Median Pay (per annum)	€23,000

## Entry level education / special licences / warrants

There are various ways through which one may become a PRO. One option is to work as a Journalist for a number of years and move into a Public Relations role using the media experience gained in a newsroom. Another route is to obtain a recognised qualification at MQF Level 4 or above through a full-time study programme such as the following:

- Advanced Diploma in Business (MCAST) (MQF Level 4)
- Advanced Diploma in Marketing (MCAST) (MQF Level 5)
- Bachelor of Arts (Honours) in Journalism (MCAST) (MQF Level 6)
- Diploma in Journalism (University of Malta) (MQF Level 5)
- Higher Diploma in Psychology (University of Malta) (MQF Level 5)

- Bachelor of Commerce (Honours) in Marketing (University of Malta) (MQF Level 6)
- Bachelor of Communications (Honours) (University of Malta) (MQF Level 6)
- Bachelor of Arts in Communication Studies and Psychology (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence may be required for such a role.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Public Relations Officers are expected to have:

- Commercial and business awareness and the ability to work with budgets
- Knowledge of communication, media production and how different media channels operate e.g. TV, radio, internet and press
- Knowledge of digital media
- Basic analytical skills to analyse online analytics like Google Analytics, Facebook Analytics and others
- Knowledge of Search Engine Optimization (SEO), especially in relation to writing for online content
- Knowledge of current affairs
- The ability to communicate in Maltese and English



# Medical Sales Representative

Transferable skills should include:

- Interpersonal skills
- Written communication skills, with the ability to adapt communication style to different stakeholders and audiences
- Organisational and planning skills
- Time management skills and the ability to work under pressure
- Decision making and problem solving skills
- Digital Skills
- Presentation skills
- The ability to work independently and as part of a team
- Leadership and project management skills

## Additional qualities

These may include:

- A flair for writing
- A friendly and outgoing personality
- Accuracy
- Assertiveness
- Attention to detail
- Creativity
- Flexibility
- Intuitiveness
- The ability to think critically and see things from different perspectives

## Related career opportunities

- Advertising and Marketing Professional
- Author and Related Writer
- Copy/Content Writer
- Digital Marketing Executive
- Journalist
- Social Media Specialist

**Alternative titles:** Pharmaceutical Sales Representative, Medical/Pharmaceutical Sales Professional, Medical/Pharmaceutical Sales Executive



## Job description and duties

Medical Sales Representatives represent pharmaceutical companies or importers of pharmaceutical and/or medical products. They are the main link between medical and pharmaceutical companies and health professionals. Medical Sales Representatives are responsible for marketing and selling drugs, medicines, medical devices and medical products to health professionals.

A Medical Sales Representative specialises in a particular area of medicine and is usually expected to:

- Meet up with health professionals on a regular basis, either by setting up meetings or by cold calling
- Provide health professionals with accurate and up-to-date information on drugs, medicines and medical devices and products which are new on the market
- Present and/or demonstrate products to health professionals and provide scientific information on product indications, benefits and risks and advise on appropriate patient use

- Approach prospective clients continuously in order to create and develop new business relationships
- Monitor sales results and reach sales targets
- Provide a high standard of after sales service
- Negotiate terms of sales contract with clients
- Undertake administrative work such as updating client records and report writing
- Attend to product and technical data meetings and/or presentations organised by the company both locally and abroad
- Conduct their duties in a professional and ethical manner in line with the pharmaceutical industry's code of practice and company policies

## Work environment

Medical Sales Representatives divide their working time between the office and meeting clients in hospitals, clinics, pharmacies and other health settings. Roles are usually on a full-time basis from Monday to Friday, however hours may vary depending on sales targets.

This role may require one to travel in order to attend professional training, medical conferences and/or expos and fairs.

## Occupation data

Number of employees (2017)	581
Share of foreigners (2017)	6%
Job Outlook (2018 - 2022)	+18%
Median Pay (per annum)	€14,600

### Entry level education / special licences / warrants

To work as a Medical Sales Representative, one would be expected to have a qualification at MQF Level 6 or higher in Pharmacy, Health, Sciences or other related areas.

Training programmes at MQF Level 6 offered by the University of Malta include:

- Bachelor of Science (Honours) in Biology
- Bachelor of Science (Honours) in Chemistry
- Bachelor of Science (Honours) in Medical Biochemistry
- Bachelor of Science (Honours) in Pharmaceutical Science
- Bachelor of Science (Honours) in Pharmaceutical Technology
- Bachelor of Science (Honours) in Nursing

Training programmes at MQF Level 6 offered by MCAST include:

- Northumbria University Bachelor of Science (Honours) in Nursing Studies
- Bachelor of Science (Honours) in Health Science (Physiological Measurements)

Some employers may also accept qualifications related to business or marketing.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

A valid driving licence is required for this role. A company car may be provided by the employer, otherwise the use of own transport would be required.

Medical Sales Representatives typically undergo on-the-job training by working under the supervision of an experienced Medical Sales Representative.

### Knowledge and skills

Medical Sales Representatives are expected to have:

- Commercial awareness and business skills
- Scientific knowledge of the drugs, medicines and medical devices or products being sold
- Knowledge of competitors' products
- The ability to behave in line with the organisation's brand standards
- The ability to reach sales targets
- Public speaking skills and the ability to deliver presentations
- Selling skills and techniques, including the ability to upsell
- Marketing skills and the ability to attract new customers
- The ability to persuade, influence, negotiate and network successfully
- The ability to build long-lasting business relationships
- The ability to understand the needs of different professionals and retailers

Transferable skills should include:

- Interpersonal skills
- Verbal and written communication skills in English
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- A flair for sales
- A high level of motivation and drive
- A passion for healthcare and science
- A sense of initiative
- A sociable personality
- A well-groomed appearance
- An entrepreneurial mindset
- Assertiveness
- Charisma
- Confidence
- Diligence
- Efficiency
- Enthusiasm
- Flexibility
- Patience
- Persistence
- Trustworthiness

### Related career opportunities

- Business Development Manager
- Regulatory Affairs Officer
- Sales and Marketing Manager



# ICT Sales Professional

**Alternative titles:** ICT Account Manager, IT Technical Sales Specialist, Sales Representative (Computers)



## Job description and duties

Information and Communications Technology Sales Professionals sell and promote information and communications technology products and services. An Information and Communications Technology Sales Professional is typically expected to:

- Attract new business and create interest in products and services through promotional techniques
- Meet with potential clients
- Understand customers' business needs and recommend appropriate products and services
- Provide after sales service and report customers' reactions and requirements to manufacturers
- Provide technical advice to customers
- Network with existing customers
- Develop effective sales plans
- Maintain sales records
- Meet sales targets
- Arrange delivery of goods, installation of equipment and the provision of services
- Market and promote a portfolio of products

- Maintain awareness and keep abreast of constantly changing technologies including software and hardware systems and peripherals

## Work environment

Information and Communications Technology Sales Professionals are employed by various organisations within the information and communications technology sector. Individuals are typically based in an outlet or office but may be required to travel to meet clients.

Information and Communications Technology Sales Professionals typically work full-time. However, individuals may be required to work overtime and meet with clients after office hours.

## Occupation data

Number of employees (2017)	120
Share of foreigners (2017)	31%
Job Outlook (2018 - 2022)	+31%
Median Pay (per annum)	€19,800

## Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communications technology sector. Due to this, qualification requirements may vary between employers. Industry certifications are also highly regarded within this sector and on-the-job training is typically provided by the employer.

To work as an Information and Communications Technology Sales Professional, a qualification at MQF Level 4 in an Information and Communications Technology related area is typically required. Training programmes may include:

- Advanced Diploma in IT (Computer Systems and Networks) (MCAST) (MQF Level 4)
- Bachelor of Science (Honours) in Computer Systems and Networks (MCAST) (MQF Level 6)
- Bachelor of Science (Honours) in Business and Information Technology (University of Malta) (MQF Level 6)

Additionally, a qualification in Sales, Marketing or related fields may be considered an asset. Training programmes include:

- Advanced Diploma in Marketing (MCAST) (MQF Level 4)
- Diploma in Marketing and Sales Management (University of Malta) (MQF Level 5)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence may be required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Information and Communications Technology Sales Professionals are expected have:

- An understanding of the client's business environment
- Knowledge of the information and communications technology products and/or services being promoted
- Knowledge of competitors' activities and pricing strategies
- The ability to conduct market research
- An understanding of business accounting and finance
- Knowledge of marketing strategies and tactics and product demonstration
- Knowledge of sales techniques and sales control systems
- Knowledge of consumer rights

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- The ability to persuade, negotiate and network successfully

## Additional qualities

These may include:

- A high level of drive and ambition
- A passion for sales
- A passion for technology
- A proactive attitude
- Attention to detail
- Business acumen
- Competitiveness

- Creativity
- Persistence
- Presentation skills
- Self-motivation

### Related career opportunities

- Commercial Sales Representative
- Sales and Marketing Manager
- Shop Sales Assistant
- Wholesale and Retail Trade Manager

### Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communications technology sector. Due to this, qualification requirements may vary between employers. International certifications are also highly regarded within this sector and on-the-job training is usually provided by the employer.

To work as a Systems Analyst, a combination of work experience, qualifications and/or certifications is typically required. Training programmes include:

- Bachelor of Science (Honours) in Computer Systems and Networks (MCAST) (MQF Level 6)
- Bachelor of Science (Honours) in Business and Information Technology (University of Malta) (MQF Level 6)
- Bachelor of Science in Information Technology (Honours) (Computing and Business) (University of Malta) (MQF Level 6)
- Bachelor of Science (Honours) in Computer Engineering (University of Malta) (MQF Level 6)
- Bachelor of Science (Honours) in Computing Science (University of Malta) (MQF Level 6)
- Bachelor of Science in Information Technology (Honours) (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of

accredited courses on the NCFHE website.

### Knowledge and skills

System Analysts are expected to have:

- The ability to analyse existing systems and business models
- Knowledge of software development life cycle
- Knowledge of programming languages such as SQL, Oracle, Java, C++, UML and web-based technologies
- Knowledge of database management software such as MySQL
- Knowledge of Mathematics
- The ability to sort information in a certain order according to a specific set of rules and priorities
- Knowledge and understanding of business practices
- Project management skills
- Troubleshooting, investigative and analytical skills
- The ability to keep up-to-date with technical and industry developments
- Knowledge of data protection policies and data security procedures

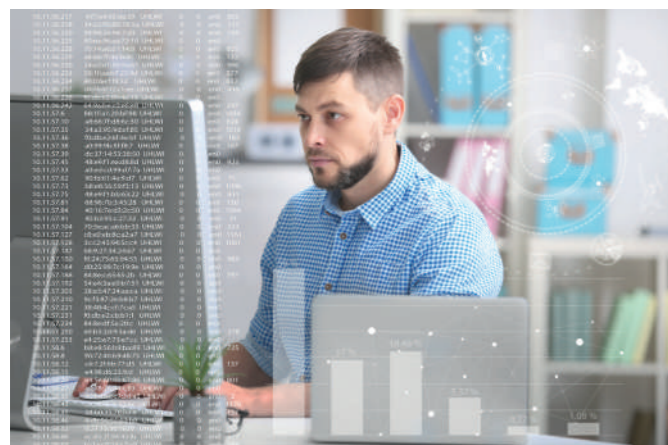
Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- Organisational and planning skills
- The ability to analyse and solve problems in a logical manner
- Decision making skills
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

Occupation Code: 2511

# Systems Analyst

**Alternative titles:** Computer Systems Analyst, Business Systems Analyst



- Contribute to the estimation of costs for the project
- Identify problems and recommend viable solutions
- Find ways of implementing new functionality into existing computer systems

### Work environment

Systems Analysts may work in any industry which relies on ongoing information and communications technology operations. These include automotive firms, investment banks, manufacturers, utility companies, financial services, advisory firms and the public sector.

Systems Analysts typically work full-time from Monday to Friday. Working outside normal office hours may be required in order to meet project deadlines.

### Occupation data

Number of employees (2017)	241
Share of foreigners (2017)	32%
Job Outlook (2018 - 2022)	+33%
Median Pay (per annum)	€25,000

### Job description and duties

Systems Analysts analyse, conduct research and review current systems in operation as well as design new information and communications technology solutions with the goal of improving business processes. A Systems Analyst is expected to:

- Meet with clients (or colleagues) and understand their business requirements
- Work with other information and communications technology specialists, such as Software Developers/Programmers, to plan and develop new systems or tweak existing systems
- Prepare proposals and carry out feasibility studies



### Additional qualities

These may include:

- A client-oriented approach
- A commitment to learning
- A high level of drive
- A methodical approach
- A passion for technology
- A solution-oriented approach
- Accuracy
- Adaptability
- Attention to detail
- Creativity

- Critical thinking skills
- Flexibility
- Inquisitiveness
- Logical thinking

### Related career opportunities

- Communications Analyst (Computer)
- Database Designer and Administrator
- Network Analyst
- Software Programmer and Developer
- Systems Administrator

### Work environment

Software Programmers and Developers may work in many industries in both the private and public sector such as in manufacturing, telecoms, banking, media and gaming sectors. Individuals may also opt to work on a freelance basis. Software Programmers and Developers may either work from the office or remotely.

Software Programmers and Developers typically work full-time from Monday to Friday. Working outside normal office hours may be required in order to meet project deadlines.

### Occupation data

Number of employees (2017)	1,866
Share of foreigners (2017)	26%
Job Outlook (2018 - 2022)	+34%
Median Pay (per annum)	€28,000

### Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communications technology sector. Due to this, qualification requirements may vary between employers. Industry certifications are also highly regarded within this sector and on-the-job training is typically provided by the employer.

To work as a Software Programmer and Developer, a combination of work experience and qualifications is typically required. Training programmes include:

- Advanced Diploma in IT (Software Development) (MCAST) (MQF Level 4)
- Bachelor of Science (Honours) in Software Development (MCAST) (MQF Level 6)

- Bachelor of Science in Information Technology (Software Development) (University of Malta) (MQF Level 6)
- Bachelor of Science in Information Technology (Honours) in Computing and Business (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is typically offered by the employer.

### Knowledge and skills

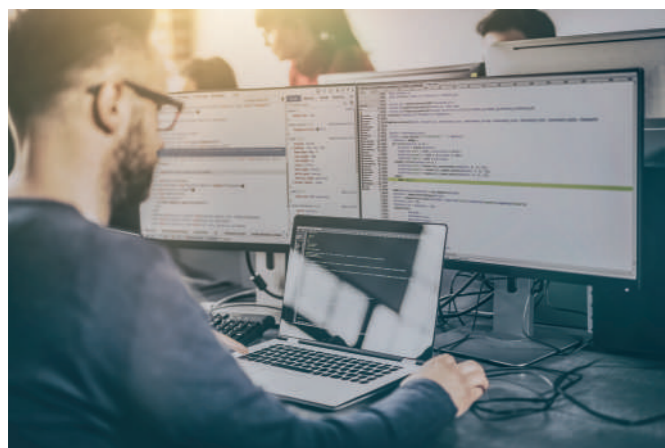
Software Programmers and Developers are expected to have:

- Knowledge of computer hardware and software
- Knowledge of Mathematics
- Knowledge of Programming Languages and related technical skills
- Knowledge of development methodologies
- Knowledge of SQL
- Knowledge of design techniques, tools and principals involved in production of precision technical plans, blueprints, drawings and models
- Knowledge of media production, communication and dissemination techniques and methods (where applicable)
- Troubleshooting skills, investigative and analytical skills

Occupation Code: 2512

# Software Programmer and Developer

**Alternative titles:** Systems Software Engineer, Software Architect, Software Engineer



- Translate logic into a programming language
- Devise possible solutions to problems encountered
- Work as part of an information and communications technology team and collaborate with others on various projects
- Integrate all elements of the programme design
- Test that the programme works as intended and make necessary amendments
- Deploy the programme
- Adapt existing programmes to new requirements
- Write detailed documentation for the operation of the programme by users and computer operators

### Job description and duties

Software Programmers and Developers formulate, analyse and translate software specifications into workable programming code. Typically, a Software Programmer and Developer would be expected to:

- Meet with clients to discuss programme specifications (where applicable)

# Web and Multimedia Developer

- The ability to keep up-to-date with technological developments
- Knowledge of data protection policies and data security procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- Customer care skills (where applicable)
- Organisational and planning skills
- The ability to approach problems in a logical manner
- Decision making skills
- Time management skills and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A commitment to learning
- A high level of drive and ambition
- A methodical approach
- A passion for technology
- A solution-oriented approach
- Accuracy
- Adaptability
- An inquisitive mindset
- Attention to detail
- Creativity
- Critical thinking skills

## Related career opportunities

- Database Designer and Administrator
- Games Developer
- Web and Multimedia Developer
- Web Designer

**Alternative titles:** Web Development Instructor, Multimedia Specialist, Computer Games Programmer



## Job description and duties

Web and Multimedia Developers are responsible for the design and creation of information technology based multimedia products such as websites, and computer games. The day-to-day responsibilities of a Web and Multimedia Developer vary depending on whether they work for clients or in-house for an employer organisation. A Web and Multimedia Developer is typically expected to:

- Meet and liaise with clients to discuss ideas, requirements, project progress and make necessary technical recommendations
- Liaise with Animators, Programmers, Writers, Video Producers, Sound Engineers and Artists
- Create multimedia designs and the required information architecture within an application or website using a variety of tools
- Create 2D and 3D images depicting objects in motion or illustrating a process, using computer animation or modelling programs
- Apply the appropriate skills and expertise in using design packages such as Photoshop,

InDesign and After Effects

- Write code in one or more programming or scripting languages, such as PHP or JavaScript (where applicable)
- Plan and design prototypes for new applications
- Test new features thoroughly to ensure they perform the correct task
- Back-up files from websites and web applications to local directories for instant recovery in case of problems
- Build and maintain necessary databases
- Develop briefings, brochures, multimedia presentations, web pages, promotional products, technical illustrations and computer artwork
- Develop web-based applications
- Test websites and multimedia applications in different browsers and environments for bugs and errors and make appropriate amendments

## Work environment

Web and Multimedia Developers may work as part of an IT team within large organisations or may be employed by freelance agencies. One may also opt to work on a self-employed basis. Web and Media Developers typically work in offices but may be requested to travel and meet with clients or work remotely. When working on large and complex projects, they may be asked to work on-site for the duration of the project.

Web and Multimedia Developers typically work full-time from Monday to Friday. Working



outside typical working hours may be required in order to meet project deadlines and to offer real-time support to clients dealing with unexpected problems.

### Occupation data

Number of employees (2017)	410
Share of foreigners (2017)	54%
Job Outlook (2018 - 2022)	+41%
Median Pay (per annum)	€31,000

### Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communications technology sector. Due to this, qualification requirements may vary between employers. Industry certifications are also highly regarded within this sector and on-the-job training is usually offered by the employer.

To work as a Web and Multimedia Developer a qualification at MQF Level 4 or higher in Information and Communications Technology, Computer Science, Illustration, Multimedia Development or related fields is typically required. Training programmes include:

- Advanced Diploma in IT (Multimedia Software Development) (MCAST) (MQF Level 4)
- Bachelor of Science (Honours) in Multimedia Software Development (MCAST) (MQF Level 6)
- Bachelor of Science (Honours) in Business Analytics (MCAST) (MQF Level 6)
- Bachelor of Science in Information Technology (Honours) (Software Development) (University of Malta) (MQF Level 6)

- Bachelor of Science in Business and Information Technology (Honours) (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

### Knowledge and skills

Web and Multimedia Developers are expected to have:

- Knowledge of media production, communication and dissemination techniques
- Proficiency in design techniques, tools and principals involved in production of precision technical plans, blueprints, drawings and models
- The ability to write computer programmes for various purposes
- The ability to analyse needs and product requirements to create a website or multimedia application
- The ability to perform systems analysis to determine how changes in conditions, operations and the environment will affect outcomes
- Knowledge of effective business management principles
- Knowledge of marketing strategies and tactics, product demonstration, sales techniques and sales control systems
- The ability to carry out general administrative procedures such as word processing,

managing files and records, stenography and transcription

- The ability to keep up-to-date with technological developments
- Knowledge of data protection policies and data security procedures
- Analytical skills

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- Customer care skills
- Organisational and planning skills
- Logical thinking
- Decision making skills
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

### Additional qualities

These may include:

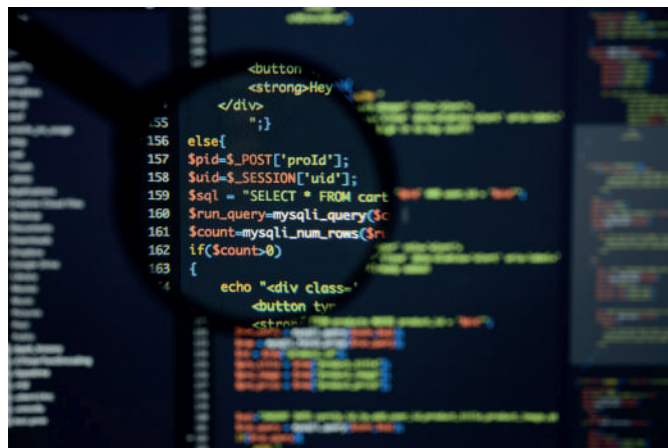
- A client-oriented approach
- A commitment to learning
- A high level of drive and ambition
- A methodical approach
- A passion for design and technology
- A solution-oriented approach
- Accuracy
- Adaptability
- An inquisitive mindset
- Artistic orientation
- Attention to detail
- Creativity
- Critical thinking skills
- Flexibility

### Related career opportunities

- Web Architect
- Web Design Specialist
- Web Developer
- Web Development Director
- Web Development Instructor
- Webmaster
- Website Administrator

# Database Designer and Administrator

**Alternative title:** Data Warehouse Developer



## Job description and duties

Database Designers and Administrators create, design, install, maintain and manage database systems. A Database Designer and Administrator is typically expected to:

- Analyse client operations, applications and programming in order to create and develop database systems
- Design the database's physical structure and functional capabilities
- Define security, back-up and recovery specifications
- Design database applications and their interfaces (where applicable)
- Install and test new versions of database systems
- Identify and resolve problems with the database
- Maintain data standards in accordance with the Data Protection Act
- Control user access permissions and privileges
- Compile database documentation, including data standards and procedures
- Analyse audit logs

## Work environment

Database Designers and Administrators may work in any industry which relies on ongoing information and communications technology operations. These include automotive firms, investment banks, manufacturers, utility companies, financial services, advisory firms and the public sector.

Database Designers and Administrators typically work full-time from Monday to Friday. Working outside typical working hours may be required in order to meet project deadlines. Database Designers and Administrators may also be required to be on call in case of system failure.

## Occupation data

Number of employees (2017)	91
Share of foreigners (2017)	34%
Job Outlook (2018 - 2022)	+37%
Median Pay (per annum)	€27,100

## Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communications technology sector. Due to this, qualification requirements may vary between employers. International certifications are also highly regarded within this sector and on-the-job training is usually offered by the employer.

To work as a Database Designer and Administrator, a combination of work experience

and qualifications is typically required. Training programmes include:

- Advanced Diploma in IT (Software Development) (MCAST) (MQF Level 4)
- Bachelor of Science (Hons) in Software Development (MCAST) (MQF Level 6)
- Bachelor of Science (Honours) in Computing Science (University of Malta) (MQF Level 6)
- Bachelor of Science in Information Technology (Honours) (Computing and Business) (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Database Designers and Administrators are expected to have:

- Knowledge of database design techniques, tools and principles
- Knowledge of data manipulation languages
- An understanding of different technologies such as MS SQL Server, data warehousing, ETL, T-SQL and database monitoring tools
- Knowledge of business and management principles
- Knowledge of SQL
- Troubleshooting skills, investigative and analytical skills
- Project management skills
- The ability to keep up-to-date with technological developments

- Knowledge of data protection policies and data security procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- Numeracy skills
- Organisational and planning skills
- The ability to approach problems in a logical manner
- Decision making skills
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A client-oriented approach
- A commitment to learning
- A high level of drive and ambition
- A methodical approach
- A passion for technology
- A solution-oriented approach
- Accuracy
- Adaptability
- An inquisitive mindset
- Attention to detail
- Creativity
- Critical thinking skills
- Flexibility

## Related career opportunities

- Software Engineer
- Software Programmer and Developer
- Solutions Architect
- Systems Administrator (Computers)
- Systems Analyst



# Systems Administrator

**Alternative title:** Network Administrator



## Job description and duties

Systems Administrators are responsible for the day-to-day information and communications technology operations. A Systems Administrator is expected to:

- Define an organisation's network and computer system requirements
- Maintain network hardware and software and make the necessary upgrades and repairs
- Collect data (e.g. logs) in order to evaluate, analyse and optimise performance
- Train users in the proper use of hardware and software
- Add users to a network and update security permissions
- Solve problems that might arise
- Find and fix network faults
- Carry out day-to-day administration

## Work environment

Systems Administrators may work in any industry which relies on ongoing information and communications technology operations. These include automotive firms, investment banks, manufacturers, utility companies,

financial services, advisory firms, iGaming companies and the public sector.

Systems Administrators typically work full-time from Monday to Friday. System Administrators may also be required to be on call for urgent repairs.

## Occupation data

Number of employees (2017)	211
Share of foreigners (2017)	26%
Job Outlook (2018 - 2022)	+32%
Median Pay (per annum)	€24,300

## Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communications technology sector. Due to this, qualification requirements may vary between employers. International certifications are also highly regarded within this sector and on-the-job training is typically provided by the employer.

To work as a Systems Administrator, a combination of work experience, qualifications and/or certifications is typically required. Training programmes include:

- Advanced Diploma in IT (Computer Systems and Networks) (MCAST) (MQF Level 4)
- Bachelor of Science (Honours) in Computer Systems and Networks (MCAST) (MQF Level 6)
- Bachelor of Science (Honours) in Computer Engineering (University of Malta) (MQF Level 6)

- Bachelor of Science (Honours) in Computing Science (University of Malta) (MQF Level 6)
- Bachelor of Science in Information Technology (Honours) (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

In certain cases, employers may accept candidates who have related work experience instead of the required qualifications.

## Knowledge and skills

Systems Administrators are expected to have:

- Knowledge of computer hardware
- Knowledge of operating systems principles and testing
- Knowledge of programming (where applicable)
- Knowledge of PowerShell scripting
- Knowledge of SQL, Oracle, MSSQL Server, Java, C++, UML and web-based technologies
- Knowledge of database management software such as MySQL (where applicable)
- Knowledge of computers components architecture and electronics such as circuit boards, processors, chips, electronic equipment and computer hardware and software
- Troubleshooting skills, investigative and analytical skills
- The ability to keep up-to-date with technological developments

- Knowledge of data protection policies and data security procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- Numeracy skills
- Organisational and planning skills
- The ability to approach problems in a logical manner
- Decision making skills
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A client-oriented approach
- A commitment to learning
- A methodical approach
- A passion for technology
- A solution-oriented approach
- Accuracy
- Adaptability
- Attention to detail
- Critical thinking skills
- Flexibility
- Inquisitiveness
- Motivation

## Related career opportunities

- Computer Engineering Assistant (Hardware/Operations)
- Computer Network and Systems Technician
- Database Administrator
- Network Analyst
- Telecommunications Technician
- Webmaster

# Computer Network Professional

**Alternative titles:** Computer Networking Specialist, Enterprise Architect



## Job description and duties

Computer Network Professionals are responsible for the design, development and maintenance of computer system networks. A Computer Network Professional is typically expected to:

- Analyse existing information and communications technology infrastructure and propose suggestions for improvement
- Establish and implement policies and procedures
- Design, implement, test and configure network hardware and software
- Supervise development, maintenance and upgrade of IT systems
- Manage and ensure effectiveness of servers and network hardware and equipment
- Establish maintenance schedules for network and systems equipment
- Supervise the implementation and upgrading of security solutions
- Provide user support and supervise the provision of end user services, such as the IT help desk

- Lead people and projects
- Liaise and negotiate with vendors and contractors
- Oversee and approve the procurement of equipment and supplies
- Maintain regular contact with top management, other departments and staff
- Manage and assess performance of staff
- Identify staffing requirements and participate in the recruitment and training process of new employees
- Keep updated with new developments in the information and communications technology industry, product releases and news

## Work environment

Computer Network Professionals may work in any industry which relies on ongoing information and communications technology operations. These include automotive firms, investment banks, manufacturers, utility companies, financial services, advisory firms and the public sector.

Computer Network Professionals typically work full-time from Monday to Friday. Working outside typical working hours may be required. In certain cases, Computer Network Professionals may also be required to be on call for emergencies.

## Occupation data

Number of employees (2017)	288
Share of foreigners (2017)	18%
Job Outlook (2018 - 2022)	+33%
Median Pay (per annum)	€28,800

## Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communications technology sector. Due to this, qualification requirements may vary between employers. Industry certifications are also highly regarded within this sector and on-the-job training is usually offered by the employer.

To work as a Computer Network Professional, a combination of work experience and qualifications is typically required. Training programmes include:

- Bachelor of Science (Honours) in Computer Systems and Networks (MCAST) (MQF Level 6)
- Bachelor of Science (Honours) in Computer Engineering (University of Malta) (MQF Level 6)
- Bachelor of Science (Honours) in Computing Science (University of Malta) (MQF Level 6)
- Bachelor of Science in Information Technology (Honours) (University of Malta) (MQF Level 6)
- Master of Science in Communications and Computer Engineering (University of Malta) (MQF Level 7)

Other certification by MCAST may include CISCO Certified Network Associate (CCNA).

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Computer Network Professionals are expected to have:

- An understanding of the industry the organisation is operating in
- Knowledge of network maintenance and operating systems
- Knowledge of computer hardware and software
- Knowledge of engineering and technology
- Knowledge of computer-related electronics
- Knowledge of programming
- Knowledge of configuration management software
- Knowledge of network testing software
- Technical drawing skills
- Investigative and analytical skills
- Project management skills
- Negotiation skills
- The ability to keep updated with technological developments
- Knowledge of data protection policies and data security procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- Numeracy skills
- Organisational and planning skills
- The ability to approach problems in a logical manner
- Decision making skills
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- The ability to persuade, negotiate and network successfully
- Leadership skills



### Additional qualities

These may include:

- A client-oriented approach
- A commitment to learning
- A methodical approach
- A passion for technology
- A solution-oriented approach
- Accuracy
- Adaptability
- An inquisitive mindset
- Attention to detail
- Creativity

- Critical thinking skills
- Flexibility

### Related career opportunities

- Database Designer and Administrator
- Enterprise Architect
- ICT Services Manager
- Network Security Specialist
- Network Specialist
- Solutions Architect
- Systems Administrator
- Systems Analyst
- Telecommunications Technician

- Investigate violations and/or breaches and report such incidents to management
- Liaise with suppliers and service providers of security solutions
- Educate and train users on issues relating to information security
- Keep updated with new developments in the information and communications technology industry, product releases and news

### Work environment

Information and Communications Technology Security Professionals may work in any industry which relies on ongoing information and communications technology operations. These include but are not limited to automotive firms, investment banks, manufacturers, utility companies, financial services, advisory firms and the public sector.

Information and Communications Technology Security Professionals typically work full-time. Working outside typical working hours may be required in order to meet project deadlines. Information and Communications Technology Security Professionals may also be required to be on call.

### Occupation data

Number of employees (2017)	98
Share of foreigners (2017)	18%
Job Outlook (2018 - 2022)	+30%
Median Pay (per annum)	€24,300

### Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communications technology sector. Due to this, qualification requirements may vary between employers. Industry certification is also highly regarded

within this sector and on-the-job training is usually offered by the employer.

To work as an Information and Communications Technology Security Professional, a combination of work experience and qualifications is typically required. Training programmes include:

- Bachelor of Science in Information Technology (Honours) (University of Malta) (MQF Level 6)
- Bachelor of Science (Honours) in Computer Engineering (University of Malta) (MQF Level 6)
- Bachelor of Science (Honours) in Computing Science (University of Malta) (MQF Level 6)

Additionally, certifications in networking and security technologies may also be required.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

### Knowledge and skills

Information and Communications Technology Security Professionals are expected to have:

- The ability to administer information systems
- The ability to design and implement complex networks
- Knowledge of networks and security architecture, technologies and techniques
- Knowledge of risk assessment tools, technologies and techniques
- Knowledge of disaster recovery techniques

## ICT Security Professional

Occupation Code: 2529

**Alternative titles:** ICT Security Specialist, Information Security Engineer, ICT Security Analyst, ICT Security Advisor



Professionals may specialise in a particular branch such as network troubleshooting, firewall administration and hacking. An Information and Communications Technology Security Professional is typically expected to:

- Develop and manage information and communications technology security strategy, policies, standards and procedures
- Protect information and communications technology systems by installing software (such as firewalls and antivirus solutions) and specifying access privileges and control structures
- Test information and communications technology systems on a regular basis for vulnerabilities and implement security improvements
- Detect irregularities and report security threats and/or breaches

### Job description and duties

Information and Communications Technology Security Professionals are responsible for protecting computers and network systems and data from damage and/or unauthorised access, such as cyber-attacks. Information and Communications Technology Security

# Lawyer

- Knowledge of firewalls and security management systems
- Investigative and analytical skills
- The ability to keep up-to-date with technological developments
- Knowledge of data protection policies, data security procedures and health and safety regulations

## Related career opportunities

- Computer Network Professional
- Computer Networks and Systems Technician
- Data Mining Specialist
- ICT Operations Technician
- ICT Security Manager

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- Numeracy skills
- Organisational and planning skills
- The ability to approach problems in a logical manner
- Decision making skills
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A client-oriented approach
- A commitment to learning
- A methodical approach
- A passion for technology
- A solution-oriented
- Accuracy
- Adaptability
- An inquisitive mindset
- Attention to detail
- Creativity
- Critical thinking skills
- Flexibility

**Alternative titles:** Advocate, Barrister



## Job description and duties

Lawyers provide advice on legal issues to their clients, which may include individuals, private/public organisations, NGOs and/or government agencies. They represent their clients in Law Court cases and disputes and may be entrusted to handle all relevant issues with the aim of finding a legal remedy.

Lawyers typically specialise in particular legal areas during their studies and establish a career working in that particular area such as civil and family law, criminal law, commercial law, technology and intellectual property, human rights and labour law, among several others. Although duties vary according to work setting, a Lawyer is typically expected to:

- Study the details of a law or regulation and interpret it for clients
- Analyse legal evidence
- Keep up-to-date on new laws and changes in regulations
- Research and examine previous legal cases and rulings
- Advise the best course of action for an

external client, or internal client (colleague) when working as an in-house Lawyer from a legal perspective

- Handle court cases and prepare all necessary documentation and evidence
- Representing clients in courts, tribunals and public enquiries and present arguments persuasively
- Prepare legal documents such as wills, lawsuits, contracts, agreements and deeds
- Liaise with other Lawyers, colleagues and senior management and government departments
- Supervise a team of Legal Assistants (where applicable)
- Abide by the professional code of conduct

## Work environment

Lawyers are required across different contexts such as providing in-house legal services to firms such as banks, investment and insurance firms, aviation companies, iGaming companies and technology enterprises. The state also hires Lawyers to represent the government, as well as to provide legal services to those who cannot afford a private Lawyer.

Lawyers tend to spend most of their time in offices reviewing laws and various in-house company policies, preparing cases and writing up documentation and drafting agreements and advising on various matters. Lawyers also spend time in courts representing their clients. Lawyers may also choose to set up their own small legal services firm as self-employed Lawyers.



Lawyers typically work on a full-time basis, although longer hours may be expected especially when under pressure to meet deadlines.

### Occupation data

Number of employees (2017)	491
Share of foreigners (2017)	10%
Job Outlook (2018 - 2022)	+30%
Median Pay (per annum)	€26,800

### Entry level education / special licences / warrants

To practice as a Lawyer, a qualification at MQF Level 7 is required. Training programmes include:

- Master of Advocacy (University of Malta) (MQF Level 7)

After successful completion and prior to sitting for the warrant exams, graduates are expected to have carried out some practical experience with a law firm for at least one year. Once graduates successfully pass the warrant exams and are approved by two Judges, they will be able to practice law in Malta.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

Graduates typically enter this profession as Interns, Trainees or Junior Associates in legal firms and continue their career within the firm as Lawyers hired to conduct legal services for the firm's clients.

### Knowledge and skills

Lawyers are expected to have:

- An understanding of the workings of courts
- Knowledge of national laws and the relevant international legislation
- The ability to understand complex language and terminology
- Proficiency in the Maltese language (which is the language of the Law Courts)
- Analytical and interpretive skills
- Legal research skills and writing skills
- Public speaking skills and the ability to present cases in court
- Business and financial skills (in case of self-employment)
- The ability to maintain client confidentiality

Transferable skills should include:

- Interpersonal skills
- Communication skills in English and Maltese
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- Leadership skills

### Additional qualities

These may include:

- A high level of ambition and drive
- A solution-oriented approach
- Accuracy
- Attention to detail
- Critical thinking skills
- Flexibility
- Inquisitiveness
- Methodical

- Quick-thinking
- Tact
- Trustworthiness

### Related career opportunities

- Judge
- Legal and Related Associate Professional
- Legal Procurator
- Magistrate
- Notary Public

Occupation Code: 2622

## Librarian and Related Information Professional

**Alternative titles:** Information Mentor, Cataloguer



### Job description and duties

Librarians and Related Information Professionals are responsible for maintaining books, documents and other sources of information in an organised and orderly manner. A Librarian and Related Information Professional is typically expected to:

- Organise books, documents and records in a way that they are easy to find
- Store all materials safely, especially sensitive or historical documents (according to international standards, where applicable)
- Carry out administrative duties related to the loan of library material, including checking books upon return (where applicable)

- Assist clients to access the material or resources they require
- Carry out duties related to cataloguing and to digital archiving
- Remain updated with the latest publications that can be added to the library collection
- Conduct research for new equipment, books, videos and other materials for the library
- Maintain an online website with electronic resources
- Assist in the organisation of education and/or cultural activities or events happening at the library or archive, including promoting the event with other entities and the general public
- Teach classes about information resources
- Teach information literacy (the way one searches, finds, interacts, evaluates and use information found on the internet)
- Keep up-to-date with changes in the profession in order to remain relevant e.g. attend conferences abroad
- Train junior staff members (where applicable)

## Work environment

Librarians and Related Information Professionals are required in different settings including public libraries, specialised libraries and educational institutions. Work is carried out on the library floor, in an office, IT laboratories, and lecture halls or in storage areas.

Librarians and Related Information Professionals typically work on a full-time basis, although part-time work may also be available. Working evenings and on Saturdays may be required. This job may also require some travelling to retrieve collections and other material.

## Occupation data

Number of employees (2017)	100
Share of foreigners (2017)	4%
Job Outlook (2018 - 2022)	+19%
Median Pay (per annum)	€19,900

## Entry level education / special licences / warrants

Entry requirements to work as a Librarian and Related Information Professional may vary depending on work setting. While in libraries which are school or community based a qualification at MQF Level 5 suffices, a qualification at MQF Level 6 is typically required to work in libraries based in larger institutions.

Training programmes include:

- Diploma in Library and Information Studies (University of Malta) (MQF Level 5)
- Bachelor of Arts in Knowledge and Information Management (University of Malta) (MQF Level 6)

- Master of Arts in Knowledge and Information Management (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

Additionally, another route to work as a Librarian and Related Information Professional is to start off as an Assistant Librarian and progress with experience and further training.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Librarians and Related Information Professionals are expected to have:

- Knowledge on the range of material held at the facility and where to find it
- Organisational skills, including being able to correctly catalogue and index all types of documents and books
- Knowledge on how to protect the material from potential damage
- An understanding of the historical and research value of materials present in the archive or library
- The ability to use specialised library software
- Research skills
- The ability to plan and organise events
- The ability to deliver presentations
- An understanding of the organisation and/or the community where the library is situated
- A strong sense of culture of preservation and conservation

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- IT skills
- Customer care skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A methodical and meticulous approach
- A passion for education
- Accuracy
- An interest in history, literature and other relevant areas
- Attention to detail
- Creativity
- Curiosity
- Diligence
- Storytelling skills

## Related career opportunities

- Archivist and Curator
- Conservator
- Historian
- Information Scientist
- Library Assistant
- Library Clerk
- Library Manager
- Records Manager
- Researcher



# Economist

**Alternative titles:** Economic Advisor, Economic Analyst, Business Analyst, Econometrician, Labour Economist



- Present findings to clients and other audiences in plain language
- Carry out policy appraisal by analysing the effectiveness of current/past strategies or policies

## Work environment

Economists may work within the private sector in banks, financial and economic consulting firms and stockbrokerage firms and within the public sector with various entities such as the Central Bank of Malta, Ministry for Finance, Economic Policy Department, Malta Financial Services Authority and National Statistics Office.

Economists work in an office-based environment and generally work full-time, however working additional hours may be required in order to meet tight deadlines. Economists may also be expected to meet clients at their offices.

## Occupation data

Number of employees (2017)	95
Share of foreigners (2017)	16%
Job Outlook (2018 - 2022)	+17%
Median Pay (per annum)	€22,900

## Job description and duties

Economists provide specialist advice to assist in the development of policy and strategy, appraise investment options and help decision makers take informed evidence based decisions. An Economist is typically expected to:

- Keep up-to-date with the latest economic developments on a global, national and possibly also industry specific level
- Advise clients on the potential outcomes of different options under consideration
- Carry out research from academic papers, online databases and other reliable sources
- Analyse financial and economic data and statistics
- Develop models to forecast the likely future implications of specific policies, economic developments or business investment decisions
- Write technical reports based on the results of research and data analysis

## Entry level education / special licences / warrants

To work as an Economist, a qualification at MQF Level 6 or higher is typically required. Training programmes may include:

- Bachelor of Commerce (Honours) in Economics (University of Malta) (MQF Level 6)
- Master of Science in Economics (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is typically offered by the employer.

## Knowledge and skills

Economists are expected to have:

- Well-developed research skills, including the ability to recognise and extract relevant concepts and data
- Knowledge of statistical analysis techniques
- Proficiency in Mathematics, Algebra and Statistics
- The ability to apply economic theory to real-world situations in order to analyse data and trends
- Proficient in the use of spreadsheet software such as Microsoft Excel
- Knowledge of other related financial services fields (such as accountancy or finance)

- The ability to communicate complex messages to an audience with limited or no technical knowledge
- Presentation skills
- Leadership skills

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in English
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A solution-oriented approach
- Accuracy
- Attention to detail
- Creativity
- Critical thinking skills
- Inquisitiveness
- The ability to see the bigger picture
- The ability to think outside the box

## Related career opportunities

- Management Consultant
- Market Research Analyst
- Mathematician and Statistician
- Political Scientist

# Psychologist

**Alternative titles:** Clinical Psychologist, Educational Psychologist, Counselling Psychologist, Organisational Psychologist, Health Psychologist, Forensic Psychologist, Sport Psychologist



## Job description and duties

Psychologists generally perform duties with individuals or groups of people experiencing psychological, emotional and behavioural issues related to a range of areas and specialisations. Although tasks will vary according to area of expertise, a Psychologist is typically expected to:

- Interview, assess and observe behaviour of individuals to identify issues, patterns and/or disorders and recommend relevant interventions
- Administer different assessments and diagnostic tests such as psychometric tests
- Evaluate and interpret results from assessments and draft reports
- Organise and coordinate client meetings
- Meet clients individually and/or conduct group sessions in order to provide therapy, implement interventions or conduct coaching or training sessions depending on the setting
- Liaise with other professionals, such as Psychiatrists, Social Workers, Counsellors,

- Teachers, Youth Workers, Probation Officers, Psychotherapists and Family Therapists who may be following the client
- Help facilitate organisational or social change
- Conduct research
- Keep up-to-date with the latest psychological research in area of expertise
- Maintain the required documentation on clients including logs and reports on interventions carried out
- Attend supervision sessions with a supervisor to discuss cases (where applicable)
- Supervise the work of Assistant Psychologists and other staff (where applicable)

## Work environment

Psychologists may work in a variety of settings in the public and private sectors including schools, hospitals and health care centres, academia, corporate settings, prisons, residential and community organisations. Opportunities within the non-profit sector may also be available. The work environment will vary according to one's area of expertise. They may also work as Consultants to public or private entities.

Psychologists typically work on a full-time basis. Psychologists may also opt to work on a self-employed basis and manage their own practice. In any case working hours may vary depending on workload.

## Occupation data

Number of employees (2017)	90
Share of foreigners (2017)	3%
Job Outlook (2018 - 2022)	+12%
Median Pay (per annum)	€21,100

## Entry level education / special licences / warrants

To practice as a Psychologist one must be in possession of a qualification at MQF Level 7 in an area of Psychology and a warrant issued by the Malta Psychology Profession Board following two years of supervised practice.

Training programmes include:

- Master of Psychology in Clinical Psychology (University of Malta) (MQF Level 7)
- Master of Psychology in Counselling Psychology (University of Malta) (MQF Level 7)
- Master of Psychology in Educational Psychology (University of Malta) (MQF Level 7)
- Master of Psychology in Forensic Psychology (University of Malta) (MQF Level 7)
- Master of Psychology in Health Psychology (University of Malta) (MQF Level 7)
- Master of Psychology in Neuropsychology (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Psychologists are expected to have:

- Knowledge of psychological theories, assessment and interventions related to area of expertise
- Helping skills and knowledge of techniques such as counselling, coaching, mentoring or psychotherapy
- Knowledge of relevant code of ethics and conduct and client confidentiality procedures
- A strong sense of self-awareness
- The ability to be non-judgmental and work with people from different educational backgrounds
- The ability to work objectively whilst facing unpleasant/difficult and emotional situations
- An understanding of equality and diversity issues
- Knowledge of health and safety procedures particularly when working in an organisational/ educational setting
- Business and financial skills (in case of self-employment)

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/ or English
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- The ability to work independently and as part of a team
- Leadership skills
- Research skills



# Social Worker

## Additional qualities

These may include:

- A caring and gentle manner
- A client-centred approach
- A positive attitude
- A sense of humility
- Creativity
- Empathy
- Enthusiasm
- Flexibility
- Integrity
- Patience
- Persistence
- Sensitivity
- Strong willed
- Tact

## Related career opportunities

- Consultant
- Counsellor
- Human Resources Manager
- Personnel and Career Professional
- Psychiatrist
- Psychotherapist
- Research Analyst
- Training and Staff Development Professional
- University and Higher Education Lecturer

**Alternative titles:** Social Work Professional, Social Welfare Officer, Welfare Support Worker



## Job description and duties

Social Workers generally support individuals, families, groups and communities experiencing social issues. Social Workers may work with clients of different ages including children, youth, adults and elderly individuals. Although tasks will vary according to one's area of expertise and working environment, a Social Worker is typically expected to:

- Assess and investigate client's situations and carry out assessments in order to understand what services are required by the client
- Organise and coordinate visits to clients
- Plan and implement interventions
- Attend and testify in court hearings
- Check and monitor clients' progress
- Liaise with a variety of organisations (government agencies, NGOs and private) to obtain support for clients
- Liaise and consult with other professionals (where applicable)
- Participate in and may be required to coordinate multidisciplinary team meetings

- Keep up-to-date with the latest social policy and welfare system
- Maintain the required documentation on clients including logs and reports on interventions carried out
- Participate in any research tasks (where applicable)
- Supervise the work of junior staff (where applicable)

## Work environment

Social Workers may work in a variety of settings including schools, NGOs, hospitals and health care centres, prisons, residential and community organisations. The work environment is dependent on the area of expertise one is specialised in.

Full-time and part-time employment may be found primarily in the public and non-profit sectors. Working hours may vary according to work exigencies.

## Occupation data

Number of employees (2017)	1,018
Share of foreigners (2017)	0%
Job Outlook (2018 - 2022)	+18%
Median Pay (per annum)	€24,900

## Entry level education / special licences / warrants

To practice as a Social Worker one must be in possession of the following:

- Bachelor of Arts (Honours) in Social Work (University of Malta) (MQF Level 6) **or**
- Master of Arts in Social Work (Preparatory Programme) (University of Malta) (MQF Level 7) **or**
- Master of Arts in Social Work (University of Malta) (MQF Level 7)

A warrant is issued by the Social Work Profession Board after two years of full-time or six consecutive years of part-time practice and supervision.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

A valid driving licence and own means of transport may be required for this role.

On-the-job training is typically offered by the employer.

### Knowledge and skills

Social Workers are expected to have:

- Helping skills and knowledge of counselling theory and techniques
- Knowledge of any relevant code of ethics and conduct and client confidentiality procedures
- Knowledge of local legislation related to their area of expertise, social policy and the local welfare system
- A strong sense of self-awareness
- A sense of community and a belief in the greater good
- The ability to be non-judgmental and work with clients from different educational backgrounds
- The ability to work with clients facing different challenges including poverty,

- homelessness, unemployment, disability, addiction and abuse
- The ability to work objectively whilst facing unpleasant/difficult and emotional situations
- An understanding of equality and diversity issues
- Knowledge of health and safety procedures particularly when working in an organisational/ educational setting

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/ or English
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- The ability to work independently and as part of a team
- Leadership skills
- Stress management skills
- Listening skills

### Additional qualities

These may include:

- A caring and gentle manner
- A client-centred approach
- A positive attitude
- A practical and hands-on approach
- A strong will
- Empathy
- Flexibility
- Integrity
- Patience
- Persistence and determination
- Sensitivity
- Tact
- The ability to maintain order and discipline
- The ability to motivate others
- Trustworthiness

### Related career opportunities

- Counsellor
- Family Therapist
- Personnel and Career Professional
- Probation Officer
- Psychologist

- Service Manager
- Training and Staff Development Professional
- Youth Worker

Occupation Code: 2635

## Counselling Professional

**Alternative titles:** Counsellor, Family Counsellor, Child and Youth Counsellor



### Job description and duties

Counselling Professionals generally support individuals, families, groups and communities experiencing personal issues. Counselling Professionals may work with clients of different ages including children, youth, adults and elderly individuals. Although tasks will vary according to one's area of expertise and working environment, Counselling Professionals would typically be expected to:

- Evaluate a client's situation and implement interventions such as therapeutic/counselling sessions

- Attend and testify in court hearings
- Check and monitor clients' progress
- Liaise with a variety of organisations, including government agencies, NGOs and private entities to obtain support for clients
- Liaise and consult with other professionals (where applicable)
- Participate in multidisciplinary team meetings
- Keep up-to-date with the latest social policy and welfare system
- Maintain the required documentation on clients including logs and reports on interventions carried out
- Participate in any research tasks (where applicable)
- Supervise the work of junior staff (where applicable)

### Work environment

Counselling Professionals may work in a variety of settings including schools, NGOs, hospitals and health care centres, prisons, residential and community organisations. The work environment is dependent on the area of



expertise one is specialised in.

Full-time and part-time employment may be found in the public and non-profit sectors. Additionally, Counselling Professionals may opt to work on a self-employed basis and manage their own practice. Working hours may vary depending on workload and the area of specialisation.

#### Occupation data

Number of employees (2017)	33
Share of foreigners (2017)	3%
Job Outlook (2018 - 2022)	+13%
Median Pay (per annum)	€22,400

#### Entry level education / special licences / warrants

To practice as a Counsellor one must be in possession of a qualification at MQF Level 7 in Counselling. Training programmes include:

- Master in Counselling (University of Malta) (MQF Level 7)

A warrant issued by the Council for the Counselling Profession (CCP) after 1000 hours of practice and supervision.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence and own means of transport may be required for this role.

On-the-job training is usually offered by the employer.

#### Knowledge and skills

Counselling Professionals are expected to have:

- Helping skills and knowledge of counselling theory and techniques
- Knowledge of any code of ethics and conduct, and client confidentiality procedures
- Knowledge of local legislation related to their area of expertise, social policy and the local welfare system
- A strong sense of self-awareness
- A sense of community and a belief in the greater good
- The ability to be non-judgmental and work with clients from different educational backgrounds
- The ability to work with clients facing different challenges including poverty, homelessness, unemployment, disability, addiction and abuse
- The ability to work objectively whilst facing unpleasant/difficult and emotional situations
- An understanding of equality and diversity issues
- Knowledge of health and safety procedures particularly when working in an organisational/ educational setting
- Business and financial skills (in case of self-employment)

Transferable skills should include:

- Interpersonal skills
- Listening skills
- Written communication skills in Maltese and/ or English
- IT skills
- Organisational and planning skills

- Problem solving and decision making skills
- The ability to work independently and as part of a team
- Leadership skills
- Stress management skills

#### Additional qualities

These may include:

- A caring and gentle manner
- A client-centred approach
- A positive attitude
- A practical and hands-on approach
- A strong will
- Empathy
- Flexibility
- Integrity
- Patience
- Persistence
- Sensitivity
- Tact
- The ability to maintain order and discipline
- Trustworthiness

#### Related career opportunities

- Family Therapist
- Personnel and Career Professional
- Probation Officer
- Psychologist
- Psychotherapist
- Training and Staff Development Professional
- Youth Worker

# Author and Related Writer

**Alternative titles:** Content Writer, Copywriter, Book Editor, Script Writer, Novelist, Playwright



## Job description and duties

Authors and Related Writers develop written content for books, newspaper or magazine articles, advertisements (online and print), scripts, songs, poems, websites, e-books, blogs and social media platforms. Authors and Related Writers may work in a variety of sectors, including the media industry. Though the role may vary slightly depending on the setting, an Author and Related Writer is typically expected to:

- Research and come up with ideas, plots and themes that will sell well and are suitable for the medium being used
- Write for a variety of audiences
- Liaise with different people including publishers, marketing managers, clients, graphic designers, web developers and others
- Edit and proofread written work

## Work environment

Authors and Related Writers who write for advertising purposes, known as Content

Writers, typically work full-time with marketing/digital agencies or within marketing teams of commercial organisations.

Depending on the project and deadlines at hand, working hours can vary. Authors and Related Writers may also work freelance. In this case, work may range from periods with a very intense work schedule to less busy periods. Freelance Authors and Related Writers would be expected to work from their home or personal office.

Most work in offices but may be required to go on location to carry out an interview or research.

Other Writers that write books (authors), songs, movie, television and theatre scripts are less likely to pursue full-time careers and usually do this work part-time.

## Occupation data

Number of employees (2017)	235
Share of foreigners (2017)	50%
Job Outlook (2018 - 2022)	+38%
Median Pay (per annum)	€22,000

## Entry level education / special licences / warrants

Although no specific qualifications are required to work as an Author and Related Writer, most academic qualifications will help to develop strong writing skills and provide a good grounding in grammar and the structure of language.

Generally, Authors and Related Writers have a qualification in the following areas:

- Communication and media studies
- Creative writing
- Language and literature studies
- Humanities
- Journalism
- Performing arts
- Marketing

Courses that can lead to a recognised qualification and eventually full-time employment and a career as an Author and Related Writer include the following:

- Advanced Diploma in Marketing (MCAST) (MQF Level 5)
- Diploma in Journalism (part-time) (University of Malta) (MQF Level 5)
- Bachelor of Arts (Honours) in Journalism (MCAST) (MQF Level 6)
- Bachelor of Commerce (Honours) in Marketing (University of Malta) (MQF Level 6)
- Bachelor of Communications (Honours) (University of Malta) (MQF Level 6)
- Bachelor of Arts in Communication Studies and Psychology (University of Malta) (MQF Level 6)
- Bachelor of Arts in English / Maltese / other Languages (University of Malta) (MQF Level 6)
- Bachelor in Theatre (Honours) (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of

accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Authors and Related Writers are expected to have:

- A natural flair for writing and excellent writing skills
- An excellent command of the language one is writing in
- The ability to express ideas in a style suited to intended audience
- Research skills
- Knowledge of digital media and Search Engine Optimisation (SEO) is required when writing for web
- The ability to keep up with current affairs

Transferable skills should include:

- Interpersonal skills
- Communication skills
- IT skills
- Organisational and planning skills
- Time management skills
- The ability to work under pressure and within tight deadlines
- Decision making and problem solving skills
- The ability to work independently and as part of a team
- Critical thinking skills

## Additional qualities

These may include:

- Accuracy
- Attention to detail
- Creativity



- Curiosity
- Self-discipline
- The ability to handle criticism

#### Related career opportunities

- Communications Executive
- Marketing and PR Executive
- Proofreader
- Teacher
- Translators

Occupation Code: 2642

## Journalist

**Alternative titles:** Reporter, Correspondent, Sports Writer, Sports Journalist, News Anchor, News Editor



area of journalism can easily transfer into other occupations and related fields, such as photo journalism, broadcast journalism, sports journalism or social media. A Journalist is typically expected to:

- Interview people in different circumstances
- Write articles for publications on a tight deadline
- Develop and cultivate contacts and sources for use in current and future stories
- Fact-check the information given by sources
- Use publishing software, such as Quark or InDesign
- Seek out, investigate and follow-up on stories via contacts, press releases and other media
- Follow current events
- Come up with ideas for stories and features and pitch ideas to editors and producers
- Attend a range of events, such as news conferences, football matches, talent contests, etc.

#### Job description and duties

Journalists' main responsibilities are to research, investigate, document, write and present the news in an objective and unbiased way to inform the public. Journalists often report on international and national news and politics, as well as on sports, arts and culture, science and business. They also cover national and local events, entertainment and human interest stories.

Whether in print, on-air or online publication, the essential job duties for Journalists remain the same. Experience and education in one

- Work closely with the news team, photographers and editors
- Abide with privacy, contempt and defamation laws

#### Work environment

Journalists are typically engaged by publications or news agencies. Although part of the work is office-based, Journalists spend time out of the office meeting contacts and sources in person, investigating stories and carrying out other duties depending on the nature of their work, such as reporting on court cases.

Journalists generally work a 40 hour week but may be on call and work out of their scheduled hours in order to cover news events thoroughly.

#### Occupation data

Number of employees (2017)	103
Share of foreigners (2017)	18%
Job Outlook (2018 - 2022)	+34%
Median Pay (per annum)	€19,000

#### Entry level education / special licences / warrants

To work as a Journalist, a minimum of an MQF Level 5 qualification is expected. Relevant study programmes include the following:

- Diploma in Journalism (University of Malta) (MQF Level 5)
- B.A. (Hons.) in Journalism offered jointly by the Tumas Fenech Foundation for Education in Journalism and the Institute for Creative Arts (MCAST) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Although a specialised qualification in Journalism is preferred, it can be noted that qualifications (at MQF Level 5 or above) in Literacy, Communications and/or International Relations are often accepted as sufficient for a Journalist role. This would vary according to the type of journalism as well as the employer.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence is typically required for such a role.

On-the-job training is usually offered by the employer.

#### Knowledge and skills

Journalists are expected to have:

- The ability to write factual, concise and interesting reports
- Interviewing and reporting skills (with specialised knowledge on questioning, probing, etc.)
- The ability to grasp complex issues and explain them in simple, concise language for the relevant audience (where applicable)
- Knowledge of national journalistic law (including libel, defamation, privacy and copyright)
- Sufficient and up-to-date understanding of local, national and international affairs
- Note taking abilities using a variety of methods
- Research skills

# Translator, Interpreter and Other Linguist

- The ability to report facts objectively without bias
- A high level of proficiency in the language in which they are reporting in

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and English
- Organisational and planning skills
- Time management skills and the ability to work under pressure
- Decision making and problem solving skills
- IT skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A determined approach
- Accuracy
- Attention to detail
- Courage
- Creativity
- Critical thinking
- Flexibility
- Persistence
- The ability to put people at ease, even in tense situations

## Related career opportunities

- Advertising and Marketing Professional
- Advertising and Promotions Agent
- Author and Related Writer
- Book Editor
- Copywriter
- Newspaper Critic
- TV Presenter

**Alternative titles:** Sign Language Interpreter, Subtitler



## Job description and duties

Translators convert the written word from the 'source language' into the 'target language', making sure that the same meaning and effect is reached in the target text. A Translator is typically required to:

- Read material from the source language and rewrite it in the required (target) language
- Check that the original meaning and effect of the text is not lost
- Ensure that technical terms are correctly translated
- Proofread and edit other translators' work
- Discuss clients' translation requirements and give quotations for services provided
- Research the meaning of words and terminology using dictionaries and the internet
- Use computer-aided translation tools

Interpreters convert the spoken word from one language into another, either face-to-face or remotely. Though there are a number of interpreting types (conference interpreting,

consecutive interpreting and public interpreting), an Interpreter is typically expected to:

- Assimilate speakers' words quickly, including jargon and acronyms
- Prepare before meetings, lectures and/or speeches
- Use the internet to conduct research
- Adhere to a professional code of ethics covering confidentiality and impartiality

## Work environment

Interpreters are required in a variety of settings, including:

- Business functions such as meetings and conferences
- Criminal justice proceedings, known as Public Service Interpreting (PSI)
- Hearings, solicitor interviews, arbitration hearings and immigration tribunals
- Community based events and assignments within the education, health and social services sectors
- Film and screen productions

Irregular hours and a variety of working locations may be expected. One may be expected to interpret in high pressure situations.

Translators work freelance from home, either for translation agencies or directly for clients. Some private organisations employ in-house Translators on a full-time basis working regular office hours. Longer hours and working under pressure might be required to meet tight



deadlines. Translators are mostly required to translate legal, political and administrative texts, as well as web texts, usually into their main language. These are frequently complex and involve a high level of technicality.

### Occupation data

Number of employees (2017)	135
Share of foreigners (2017)	79%
Job Outlook (2018 - 2022)	+41%
Median Pay (per annum)	€24,500

### Entry level education / special licences / warrants

To work as a Translator or Interpreter one must have an excellent command of their mother tongue (A language) over a wide range of topics and registers, have a full understanding of their B and C languages and be in possession of a relevant qualification at MQF Level 7. Training programmes include:

- Master in Translation (University of Malta) (MQF Level 7)
- Master in Interpreting (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

### Knowledge and skills

Translators and Interpreters are expected to have:

- Knowledge of a foreign language
- Knowledge of the Code of Ethics for Interpreters/Translators

- Knowledge of areas of expertise, such as international affairs or a technical subject
- An awareness and understanding of the economic, social and cultural background of the countries in which their working languages are used

Translators are expected to have:

- Proficiency (written) in their A language and B language
- A command of all aspects and stylistic levels of the mother tongue/main language
- The capacity to understand texts in the source language and to render them correctly in the target language, using a style and register appropriate to the purpose of the text
- The capacity to research topics and terminology quickly and efficiently in both source language and target languages
- The capacity to master computer-assisted translation and terminology tools, as well as standard office automation software

Interpreters are expected to have:

- Proficiency (spoken) in their A language and B language
- An awareness and the ability to understand a range of accents in their B and/or C languages.
- The ability to follow an argument or line of reasoning
- The ability to concentrate
- Proficiency in analysis and synthesis

Transferable skills should include:

- Interpersonal skills
- Digital skills
- Organisational and planning skills
- Time management skills and the ability to work under pressure
- Decision making and problem solving skills

- The ability to work independently and as part of a team
- The ability to react swiftly to changing circumstances
- An openness to different cultures and the ability to fit into a multicultural working environment
- The ability to work alone for long periods of time

### Additional qualities

These may include:

- A passion for languages
- Attention to detail
- Being focused
- Imagination
- Initiative
- Intellectual curiosity
- Patience
- Precision
- Self-discipline

### Related career opportunities

- Author and Related Writer
- Copy Writer
- Language Teacher
- Proofreader

# Visual Artist

**Alternative titles:** Painter, Sculptor, Illustrator, Cartoonist, Ceramic Artist



## Job description and duties

Visual Artists create works of art by drawing, sculpting, painting, engraving, creating illustrations, printmaking or using other similar techniques. The works of art may be created to illustrate ideas, emotions or moods. A Visual Artist is typically expected to:

- Conduct research, develop and create designs and ideas for paintings, drawings, sculptures or any work of art they may be producing
- Select artistic media, method and materials
- Create representational or abstract three-dimensional or relief forms by shaping, carving, working and combining materials such as wood, stone, clay, metal, ice or paper
- Create representational or abstract drawings and paintings using pencils, ink, chalk, acrylics, oil paints and water colours or through the application of other techniques
- Create cartoons to depict persons and events, often in caricature
- Promote work of art through exhibitions in

museums, galleries, social media, agents, fairs and shops

- Build a network of people who would promote and buy works of art
- Conduct art workshops and run art classes.

## Work environment

Visual Artists may work on a full-time or part-time basis. Visual Artists may opt to work as freelancers. It is common for Visual Artists to be full-time Art Teachers or own art shops. Others may be full-time Graphic Designers, Web Developers, Illustrators, Curators and Creative Project Managers.

Visual Artists usually work alone from an art studio. Working hours vary on amount of commissioned work and available time.

## Occupation data

Number of employees (2017)	50
Share of foreigners (2017)	66%
Job Outlook (2018 - 2022)	+34%
Median Pay (per annum)	€25,600

## Entry level education / special licences / warrants

To become a Visual Artist, a formal qualification is not necessarily required since artistic skills may be innate and need to be developed through practice and repetition. Typically, Visual Artists maintain a portfolio of works carried out through the years to be able to showcase to potential clients.

Obtaining a qualification is however usually recommended as this would support artistic individuals' development and improve their skills in a formal setting, whilst also encouraging learning about other aspects of art, such as art history. Training programmes related to visual art include:

- Diploma in Art and Design (MCAST) (MQF Level 3)
- Bachelor of Arts (Honours) in History of Art (University of Malta) (MQF Level 6)
- Bachelor of Arts (Honours) in History of Art with Fine Arts (University of Malta) (MQF Level 6)
- Bachelor of Art with Fine Arts (University of Malta) (MQF Level 6)
- Bachelor of Fine Arts (Honours) in Digital Arts (University of Malta) (MQF Level 6)

Post-graduate courses are also available in this area and these can be followed on a full-time or part-time basis.

The Malta School of Art also offer a number of related courses.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE

## Knowledge and skills

Visual Artists are expected to have:

- Knowledge of different forms of art technique and materials
- The ability to come up with innovative and unusual ideas
- The ability to visualise something which does not yet exist

- Marketing and sales skills
- The ability to use social media as a channel to promote work

Transferable skills should include:

- Communication and interpersonal skills
- Digital skills
- Organisational and planning skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- Problem solving and decision making skills
- The ability to work independently and as part of a team
- Business and financial skills (in case of self-employment)

## Additional qualities

These may include:

- A passion and commitment towards the arts
- A sense of initiative
- Accuracy
- An interest in different forms of art
- Attention to detail
- Creativity
- Curiosity
- Flexibility
- Patience
- Self-confidence in one's skill and capabilities
- Self-disciplined
- The ability to adapt to change
- The ability to concentrate for long periods of time

## Related career opportunities

- Animator
- Art Restorer
- Art Shop Owner
- Art Teacher



- Graphic Designer
- Interior and Commercial Designer and Decorator
- *Perit*

- Photographer
- Sign Writer, Decorative Painter, Engraver and Etcher

Occupation Code: 2652

## Musician, Singer and Composer

**Alternative titles:** Band Leader, Street Musician, Music Conductor, Orchestrator



### Job description and duties

Musicians, Singers and Composers write, arrange, conduct and perform musical compositions. Musicians and Singers play an instrument or sing to live audiences and/or record in a recording studio. Musicians and Singers may work alone or be part of a band, band club, choir, theatre/opera company or orchestra. Composers write musical pieces for musicians and singers to perform.

A Musician and Singer is typically expected to:

- Perform in live gigs, musical theatre performances, operas, festivals, competitions, concerts and other events locally and/or abroad
- Practice and rehearse regularly, attend lessons even when a professional status is

attained and learn new pieces for auditions, live performances or recordings

- Record in a music studio
- Maintain the instrument and look after one's voice (e.g. getting enough rest)
- Accompany other Musicians
- Liaise with Stage Directors, Music Producers, Other Musicians, Event Organisers and others
- Conduct master classes and workshops
- Actively seek opportunity to promote oneself through social media, media appearances, endorsements and more

A Composer is typically expected to:

- Write and arrange music
- Conduct the pieces of music composed
- Liaise with orchestras, bands, individual Musicians/Singers and Studio Producers

### Work environment

The music industry is a competitive industry and a high level of skill and talent is required to succeed.

Musicians, Singers and Composers can work in a variety of settings (theatre or recording studios), usually dependent on the genre of

music they specialise in. Areas of specialisation include pop, rock, jazz, musical theatre, classical or opera.

Most Musicians, Singers and Composers usually work part-time or as freelancers. It is common for Musicians, Singers and Composers to be full-time music Teachers, Sound Engineers or work in TV or radio.

The National Orchestra of Malta is the only entity in Malta that employs full-time Musicians. Few bands manage to earn a full-time income through recording and live gigs.

Working hours are irregular and settings vary considerably depending on the genre of music and performance. Pop, rock and jazz Musicians usually perform in outdoor stages, bars or recording studios, whereas Musicians involved in musical theatre, classical music and opera are likely to perform in indoor theatres or concert halls.

Working hours do not only include performing/recording time, but also practice and rehearsal time, research time and time to attend musical performances. Musicians are expected to have their own instruments which need to be maintained to performing condition.

Whilst writing musical pieces, Composers usually work alone from a private office/studio. Composers use instruments or computer software to write music. They may also work with Lyricists to complete their compositions. Travel may be required depending on the musical engagement.

### Occupation data

Number of employees (2017)	100
Share of foreigners (2017)	48%
Job Outlook (2018 - 2022)	+10%
Median Pay (per annum)	€18,100

### Entry level education / special licences / warrants

When one is passionate about music, typically they would have formal musical training from a young age prior to entering tertiary level education. During this period, a high level of musical skill would be attained and one would need to make a decision of whether to pursue a full-time or a part-time career in music.

For a professional career in this industry, one would be required to train in a Music College/Conservatoire abroad. Local Music Teachers tend to guide students on how to prepare for auditions and seek local funding, usually through the Malta Arts Fund.

For those who are keen to pursue a part-time career in music/composition in Malta or would prefer to leave Malta at a later stage, training programmes include:

- Diploma in Performing Arts (MCAST) (MQF Level 3)
- Advanced Diploma in Performing Arts (MCAST) (MQF Level 4)
- Bachelor of Arts (Honours) in Music Studies (University of Malta) (MQF Level 6)
- Bachelor of Music (Honours) (University of Malta) (MQF Level 6)
- Master of Arts in Performing Arts (University of Malta) (MQF Level 7)
- Master of Music in Composition (University of Malta) (MQF Level 7)
- Master of Music in Performance (University of Malta) (MQF Level 7)
- Master of Music in Musicology (University of Malta) (MQF Level 7)
- Master of Music in Ethnomusicology (University of Malta) (MQF Level 7)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

# Film, Stage and Related Director and Producer

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

It is not uncommon for part-time modern style Singers and Musicians (e.g. Pop Singers, Band Musicians) to teach themselves how to sing or play an instrument and improve through performing.

Generally Composers would have to learn an instrument and take up composition at a later stage.

Qualifications are not usually a prerequisite for becoming a Musician, Singer or Composer. Skill and experience are what counts. A Musician, Singer or Composer needs to be prepared to attend on and off formal training throughout their career.

## Knowledge and skills

Musicians, Singers and Composers are expected to have:

- A high level of musical ability (practical and theoretical)
- The ability to use music computer software (particularly as a Composer)
- The ability to perform in front of an audience and in a recording studio and accept criticism
- The ability to focus for long periods of practice/rehearsal time
- Knowledge of languages (particularly opera singers)
- The ability to work alone for long periods of practice time
- The ability to promote one's self through networking and use of social media
- The ability to fill in a funds application appropriately and a business plan

Transferable skills should include:

- Interpersonal skills
- Entrepreneurial Skills
- Written communication skills in English
- Digital Skills
- Organisational and planning skills
- Time management skills and the ability to perform under pressure
- The ability to work independently and as part of a team
- Business and financial skills (in case of self-employment)

## Additional qualities

These may include:

- Attention to detail
- Commercial and business awareness
- Confidence in one's musical ability to withstand competition and criticism
- Creativity
- Energetic attitude to perform in front of a live audience
- Perseverance
- Physical ability and performance stamina
- Precision
- Self-discipline
- Self-motivation
- The ability to focus

## Related career opportunities

- Actor
- Conductor
- Film, Stage and Related Director and Producers
- Music Teacher
- Musical Director
- Musical Performance Critic
- Other Artistic and Cultural Associate Professional
- Sound Engineer

**Alternative titles:** Director of Photography, Production Coordinator, Production Executive, Documentary Director



## Job description and duties

Film, Stage and Related Directors and Producers are responsible for overseeing and controlling the technical and artistic aspects of films/videos, television or radio and theatrical performances, although duties may vary if one is working in film, TV/radio or stage.

A Film, Stage and Related Directors is typically expected to:

- Direct productions on TV, radio, stage or film
- Select the production team
- Decide on set design, sound and lighting and custom design
- Oversee the casting of Actors/Dancers/Singers/Presenters
- Determine the style and pace of the production
- Direct Actors on set or location
- Film and supervise the editing (and post-production) process
- Act as the link between production, technical and creative teams

Producers would be expected to:

- Manage the finances and budget of the production
- Assist the Director in the casting process
- Oversee the schedule of filming and rehearsals

Locally, Film, Stage and Related Directors and Producers involved in motion pictures (film and video) are responsible for the whole production process including creative development, direction, filming and post-production. If working on a freelance basis, they would also be responsible for sourcing projects. Work usually includes the production of television commercials, videos for social media and occasionally short films.

## Work environment

Directors and Producers involved in motion pictures (film and video) generally work as freelancers or are employed full-time in small production houses and creative companies. Work may be at the office/studio or outside.

Directors and Producers that work in TV and radio are generally employed full-time by a TV and/or radio station.

Stage Directors and Producers are required in theatrical companies and usually do not occupy full-time employment, but take on contract work whilst occupying other full-time jobs.



In any case, working hours are long and irregular, including public holidays and weekends. Settings vary depending on the type of production (film, TV, live theatre/concert).

### Occupation data

Number of employees (2017)	69
Share of foreigners (2017)	35%
Job Outlook (2018 - 2022)	+38%
Median Pay (per annum)	€32,500

### Entry level education / special licences / warrants

The first step is to start out as a volunteer to gain valuable experience on set in the respective field. Creativity and work experience usually precedes any qualification, however it will benefit any individual to attend some form of formal education, which should be ongoing, throughout one's career. Training programmes may include:

- Filmmaking (part-time) (MCAST)
- Advanced Diploma in Performing Arts (MCAST) (MQF Level 5)
- Diploma in Media (MCAST) (MQF Level 5)
- Advanced Diploma in Creative Media Production (MCAST) (MQF Level 5)
- Bachelor of Arts (Honours) in Creative Media Production (MCAST) (MQF Level 6)
- Bachelor of Communications (Honours) (University of Malta) (MQF Level 6)
- Bachelor in Theatre (Honours) (University of Malta) (MQF Level 6)
- Bachelor of Arts in Theatre Studies (University of Malta) (MQF Level 6)
- Master in Theatre Studies (University of Malta) (MQF Level 7)
- Master of Arts in Theatre and Performance (C21 Studies and Perspectives) (University of Malta) (MQF Level 7)

- Master in Film Studies (University of Malta) (MQF Level 7)

The Malta Film Commission also offers a number of short courses in this area.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Film, Stage and Related Directors are expected to have:

- Knowledge of the production process, from both technical and creative aspects
- Technical knowledge in the following fields of specialisation, for instance:
  - Sound: Knowledge of physics of sound, awareness of current sound technology and equipment and good aural skills
  - Lighting: Knowledge of lighting technology and design
  - Production: Knowledge of stage management or theatre
  - Wardrobe: Knowledge of costume and fashion design
  - Script writing: Knowledge on how to recognise a good script and possibly write one
- Knowledge of health and safety procedures

Producers are expected to have:

- Business and financial skills
- Budgeting skills

Transferable skills should include:

- Interpersonal skills
- Communication skills
- Entrepreneurial skills
- Organisational and planning skills
- Time management skills and the ability to work under pressure
- Problem solving and decision making skills
- Project management skills
- The ability to work independently and as part of a team
- The ability to handle criticism
- The ability to be patient and the need to understand the performers' needs at all times
- The ability to focus and work for long periods of time and all hours of the day
- The ability to adapt to change
- The ability to motivate and inspire the team
- Research skills

### Additional qualities

These may include:

- A sense of initiative
- An energetic approach
- Assertiveness
- Attention to detail
- Charisma
- Confidence in one's own specialisation
- Creativity and artistic vision
- Dedication
- Leadership

### Related career opportunities

- Art Critic
- Arts Manager
- Audio-Visual Editor
- Cameraperson
- Costume Designer
- First Assistant Director
- Location Manager
- Performer
- Scriptwriter
- Sound Designer
- Sound Engineer
- Stage Manager
- Stunt Coordinator

# Announcer on Radio, Television and Other Media

**Alternative titles:** TV/Radio Presenter, TV/Radio Host, Broadcaster, Sports Announcer



## Job description and duties

Announcers on Radio, Television and Other Media are responsible for presenting/reading the news, sports news and weather forecast, and/or host TV/radio programmes. Depending on whether one works for TV or radio, an Announcer on Radio, Television and Other Media would typically be expected to:

- Interview people on TV/Radio programmes
- Write scripts
- Report on issues and events
- Provide live commentary
- Research and prepare for programmes
- Attend production meetings to go through the running order of programmes
- Promote the programme through different channels, such as social media

Announcers on Radio, Television and Other Media may also seek adverts to be aired during their programme.

## Work environment

Announcers on Radio, Television and Other Media work for TV and radio stations where time is divided between the office, studio and outside locations. TV presenters may also be required for videos created for social media. Working on a part-time or freelance basis in other related or unrelated roles is common.

Announcers may be required to work irregular hours, at any time of the day, depending on the task at hand. Programmes can be scheduled in the early morning, late evening and at weekends allowing limited flexibility for leave.

When hosting a live event, very long working hours may be required.

## Occupation data

Number of employees (2017)	61
Share of foreigners (2017)	52%
Job Outlook (2018 - 2022)	+20%
Median Pay (per annum)	€20,100

## Entry level education / special licences / warrants

There are no specific education requirements and qualifications to work as an Announcer on Radio, Television and Other Media. Skills are usually learnt on-the-job. However if one wishes to obtain a qualification, these usually include diplomas or degrees in Journalism, Drama and Performing Arts, Media Studies and Languages (Maltese and English). Training programmes include:

- Diploma in Performing Arts (MCAST) (MQF Level 4)
- Diploma in Media (MCAST) (MQF Level 4)
- Advanced Diploma in Performing Arts (MCAST) (MQF Level 5)
- Advanced Diploma in Creative Media Production (MCAST) (MQF Level 5)
- Bachelor of Arts (Honours) in Creative Media Production (MCAST) (MQF Level 6)
- Bachelor of Arts (Honours) in Journalism (MCAST) (MQF Level 6)
- Bachelor of Arts in Communication Studies and Sociology (University of Malta) (MQF Level 6)
- Bachelor of Communications (Honours) (University of Malta) (MQF Level 6)
- Master of Arts in English (English, Culture and the Media) (University of Malta) (MQF Level 7)
- Master of Arts in English and the Media (University of Malta) (MQF Level 7)
- Master of Arts in Media and Communications (University of Malta) (MQF Level 7)

A post-graduate degree is not required for entry level, however one may opt to obtain a Masters' degree later on.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Announcers on Radio, TV and Other Media are expected to have:

- Presenting skills and the ability to perform in front of an audience
- The ability to perform in front of a camera (TV Announcers)
- The ability to be flexible, think quickly on one's feet and improvise when caught in unusual situations on live broadcasts
- The ability to engage an audience through storytelling
- Interviewing skills
- Research and investigative skills
- The ability to work in a fast-paced environment and to tight deadlines

Transferable skills should include:

- Interpersonal skills
- Communication skills in Maltese and/or English, with the ability to adapt communication style to different audiences
- IT skills
- Organisational and planning skills
- Time management skills and the ability to work under pressure
- Problem solving and decision making skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A friendly disposition
- Accuracy
- An interest in current affairs
- Attention to detail
- Business acumen
- Creativity
- Efficiency
- Persistence



- Self-confidence
- Smart appearance
- The ability to handle criticism
- Versatile

#### Related career opportunities

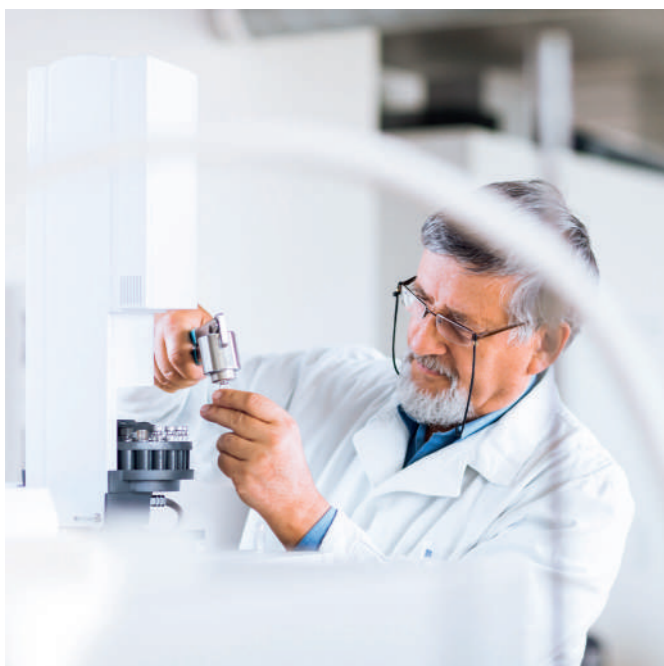
- Audio-Visual Editor

- Journalist
- TV Producer
- TV Programme Host
- TV Director
- Videographer/Film Maker
- Vlogger
- YouTuber

Occupation Code: 3111

## Chemical and Physical Science Technician

**Alternative titles:** Chemistry Technician, Laboratory Technician, Geology Technician, Meteorology Technician



- Prepare the necessary materials and equipment prior to testing
- Dismantle, clean and properly maintain specialised laboratory equipment and instruments, such as centrifuges, pipetting machines and pH meters and so on
- Coordinate servicing, repairing and calibration of equipment with third party service providers (where applicable)
- Provide assistance and technical support to other team members with respect to research, development, analysis and testing
- Collect samples for testing as directed by Laboratory Analysts
- Document any testing results in line with best laboratory practices and as directed by Laboratory Analysts
- Keep a computerised and an updated inventory system for equipment and supplies

#### Work environment

Chemical and Physical Science Technicians may be employed within the industry, such as pharmaceutical companies, by government departments and research organisations.

The work environment of a Chemical and Physical Science Technician will vary according to the employing organisation. Technicians could either be based in a laboratory, office or manufacturing plant, depending on the role. Chemical and Physical Science Technicians may also be required to spend some time outdoors for sample collection.

Chemical and Physical Science Technicians typically work on a full-time basis. Working overtime may be required to meet project deadlines. Also, depending on the organisation, one may be required to work on shift basis, including evenings, nights and weekends.

#### Occupation data

Number of employees (2017)	97
Share of foreigners (2017)	2%
Job Outlook (2018 - 2022)	+12%
Median Pay (per annum)	€22,600

#### Entry level education / special licences / warrants

To work as a Chemical and Physical Science Technician, a qualification at MQF Level 4 or higher in Applied Science, Chemistry or related area is typically required. Training programmes include:

- Advanced Diploma in Applied Science (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

#### Knowledge and skills

Chemical and Physical Science Technicians are required to have:

- Knowledge of laboratory techniques and how to apply them
- An understanding of how to collect and interpret data
- The ability to set up scientific equipment as required
- Proficiency in Mathematics and scientific-related disciplines
- Report writing skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- IT skills
- Organisational and planning skills
- Problem solving skills and the ability to take timely decisions
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

#### Additional qualities

These may include:

- A methodical approach
- A practical orientation
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Precision
- The ability to concentrate for long periods of time

### Related career opportunities

- Chemical Engineering Technician
- Chemical Plant Administrator
- Chemical Process Technician

- Life Science Technician
- Scientific Laboratory Technician
- Senior Laboratory Analyst

Occupation Code: 3112

## Civil Engineering Technician

**Alternative titles:** Civil Engineering Assistant, Engineering Construction Technician, Building Inspector, Building Surveyor



- Inspect the overall progress and evaluate construction works (e.g. the quality of finishing)
- Ensure that construction is carried out in line with design specifications and is compliant with relevant local legislation and regulations including health and safety procedures
- Report any issues to Site Managers and negotiate changes to resolve them
- Prepare budgets and reports for Civil Engineers
- Document project activities, progress and data

### Work environment

Civil Engineering Technicians are typically employed by building contractors, construction companies, turnkey contractors, remodelers and other businesses that deal with the construction of buildings and structures in the private sector. Opportunities may also be available in the public sector.

Civil Engineering Technicians typically work on a full-time basis. Working overtime and during weekends may be required in order to meet tight deadlines. Although certain tasks are

carried out in an office, other tasks require the Civil Engineering Technician to spend time at the construction site.

### Occupation data

Number of employees (2017)	224
Share of foreigners (2017)	9%
Job Outlook (2018 - 2022)	+14%
Median Pay (per annum)	€22,000

### Entry level education / special licences / warrants

To work as a Civil Engineering Technician, a qualification in Civil Engineering at MQF Level 4 or higher is required. Training programmes include:

- Advanced Diploma in Civil Engineering (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Civil Engineering Technicians are expected to have:

- Knowledge of general engineering
- Knowledge of building and construction related matters including materials, methods, tools and equipment

- Knowledge of design techniques, tools and principles
- Proficiency in the use of Office applications and Computer-Aided Design (CAD) software
- Proficiency in Mathematics
- Negotiation skills (where applicable)
- Financial skills
- Knowledge of building regulations
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- A methodical approach to work
- A practical orientation
- Accuracy
- Attention to detail
- Diligence
- Flexibility
- Patience

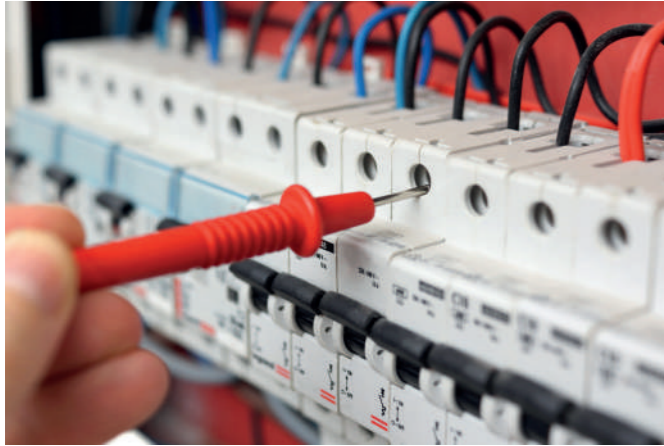
### Related career opportunities

- Civil Engineer
- Civil Engineering Designer
- Construction Supervisor
- Design Office Assistant
- Design Technician
- Draughtsperson
- Project Management Technician



# Electrical Engineering Technician

**Alternative titles:** Electric Power Transmission Engineering Technician, Power Systems Technician



- Diagnose electrical issues and malfunctions and come up with solutions
- Assist other team members, including Electrical Fitters, as necessary
- Keep accurate and updated documentation including maintenance and service logbooks, technical reports and inventory records

## Work environment

Electrical Engineering Technicians are required in a number of sectors including building services, electricity generation and distribution, accommodation activities, manufacturing and information and communications technology. Work settings include offices, laboratories, factories and/or plants. One may also be required to work on-site at clients' premises.

Electrical Engineering Technicians usually work on a full-time basis. Working outside the normal work schedule may be required in case of emergency situations which necessitate immediate attention.

## Occupation data

Number of employees (2017)	1,128
Share of foreigners (2017)	10%
Job Outlook (2018 - 2022)	+15%
Median Pay (per annum)	€18,500

## Job description and duties

Electrical Engineering Technicians typically assist Engineers in the development, installation, testing and maintenance of electric and electronic equipment including medical devices, navigational equipment and specialised computers. Although duties will vary according to the setting one is working in, an Electrical Engineering Technician is typically expected to:

- Design circuitry, draft sketches and build prototypes on the basis of sketches under the direction of the Electrical Engineer
- Estimate material, resource and cost requirements for new equipment and installations
- Assemble electrical equipment
- Perform quality control tests, record results, prepare reports on the findings and propose recommendations
- Carry out regular checks and assess the condition of electrical equipment
- Ensure that equipment is serviced on a regular basis

## Entry level education / special licences / warrants

To work as an Electrical Engineering Technician, a qualification at MQF Level 4 or higher in Electrical Systems, Electronics and/or Engineering is typically required. Moreover, certain sectors may require specific qualifications relevant to their field. Training programmes include:

- Advanced Diploma in Electrical Systems (MCAST) (MQF Level 4)
- Advanced Diploma in Industrial Electronics (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence may be required for this role.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Electrical Engineering Technicians are expected to have:

- Knowledge of electrical, electronics and engineering principles
- Knowledge of Mathematics and Physics
- The ability to draw sketches, interpret design drawings and understand engineering instructions

- The ability to work in confined spaces and at heights
- Knowledge of health and safety and procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- IT skills
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills
- The ability to adhere to tight deadlines
- The ability to work independently and as part of a team
- The ability to work under pressure and in emergency situations

## Additional qualities

These may include:

- A practical orientation
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Reliability

## Related career opportunities

- Design Engineer
- Electrical Engineer
- Electrician
- Electronics and Telecommunications Engineering Technician
- Heating, Ventilation and Air-Conditioning Technician (HVAC Technician)
- Lift Mechanic

# Electronics Engineering Technician



## Work environment

Electronics Engineering Technicians may work in the private and public sector. Work settings include offices, workshops, factories and research facilities.

Electronics Engineering Technicians typically work full-time. They may also be required to work on a shift and on call basis. Overtime work may also be required for urgent repairs.

## Occupation data

Number of employees (2017)	534
Share of foreigners (2017)	7%
Job Outlook (2018 - 2022)	+18%
Median Pay (per annum)	€17,800

## Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communications technology sector. Due to this, qualification requirements may vary between employers. Industry certification is also highly regarded within this sector and on-the-job training is usually offered by the employer.

To work as an Electronics Engineering Technician, a qualification in Electronics at MQF Level 4 is typically required. Training programmes include:

- Advanced Diploma in Electronics (Communications) (MCAST) (MQF Level 4)
- Advanced Diploma in Electronics (Computer Engineering) (MCAST) (MQF Level 4)
- Bachelor of Science (Honours) in Electronic Communications (MCAST) (MQF Level 6)

Additionally, a medical certificate for colour blindness is required.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Electronics Engineering Technicians are expected to have:

- Knowledge of Mathematics and Mechanics
- Knowledge on the equipment being installed, repaired or serviced
- The ability to use and care for equipment and machines
- The ability to draw up sketches, interpret design drawings and understand engineering instructions
- The ability to skillfully use hand tools
- Analytical, investigative and problem identification skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- IT skills
- Organisational and planning skills
- The ability to approach problems in a logical manner
- Decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A commitment to learning
- A passion for technology
- A practical orientation
- A solution-oriented approach
- Accuracy
- Adaptability
- Attention to detail
- Critical thinking skills

## Related career opportunities

- Electrical Engineering Technician
- Electronic Equipment Assembler
- Electronics Engineer
- Electronics Mechanic and Servicer
- Telecommunications Engineering Technician

## Job description and duties

Electronics Engineering Technicians work hand in hand with Electronics Engineers to design, build and maintain electronic systems. An Electronics Engineering Technician is typically expected to:

- Design system circuit boards and wiring diagrams using a specialised Computer-Aided Design (CAD) programme
- Research and develop new products
- Test prototypes and analyse results
- Write specifications and technical reports under the direction of the Electronics Engineer
- Build and install electronic control systems
- Inspect and calibrate instruments as necessary
- Set up the required maintenance schedules for specialised industrial and commercial equipment
- Solve equipment faults
- Ensure that all works are carried out in line with standard health and safety practices



# Mechanical Engineering Technician

**Alternative titles:** Mechanical Maintenance Technician, Facilities Technician, Machinery Maintenance Worker, Industrial Machinery Mechanic, HVAC Technician



- Adjust, recalibrate, add or replace parts to machinery and equipment
- Carry out preventive maintenance and servicing of machines and equipment on a regular basis
- Carry out corrective maintenance
- Provide support to Mechanical Engineers in research and development processes
- Keep accurate and updated documentation including maintenance and service logbooks, technical reports and inventory records

## Job description and duties

Mechanical Engineering Technicians are responsible for the upkeep of machinery and equipment such as air-conditioning systems, heating and ventilation units, photovoltaic systems, pumping stations and industrial plant equipment. A Mechanical Engineering Technician is typically expected to:

- Design and prepare layouts of machines and mechanical installations, facilities and components (where applicable)
- Assist the Engineer in the preparation of detailed estimates of resources required for the development and installation of machinery and equipment
- Assemble and install machinery and equipment under the direction of the Mechanical Engineer
- Conduct tests of mechanical systems, collect and analyse data and report on the results
- Perform checks and diagnostic tests on machinery and equipment

Heating, Ventilation and Air-Conditioning (HVAC) Technicians would typically be expected to:

- Carry out installations and planned maintenance of existing systems in line with local refrigerant handling legislation
- Diagnose faults and carry out the necessary repairs
- Calibrate and replace refrigeration compressors

## Work environment

Mechanical Engineering Technicians are required in a number of sectors including building services, electricity generation and distribution, accommodation activities, manufacturing and information and communications technology. Work settings include offices, laboratories, factories and/or plants. One may also be required to work on-site at client's premises.

Mechanical Engineering Technicians usually work on a full-time basis. Working outside the normal work schedule may be required in case of emergency situations which necessitate immediate attention.

Self-employment is very common amongst HVAC Technicians.

## Occupation data

Number of employees (2017)	744
Share of foreigners (2017)	9%
Job Outlook (2018 - 2022)	+10%
Median Pay (per annum)	€18,600

## Entry level education / special licences / warrants

To work as a Mechanical Engineering Technician, a qualification at MQF Level 4 or higher in Mechanical Systems and/or Engineering is typically required. Moreover, certain sectors may require specific qualifications relevant to their field. Training programmes include:

- Advanced Diploma in Heating, Ventilation and Air-conditioning (MCAST) (MQF Level 4)
- Bachelor of Engineering (Honours) in Mechanical Engineering (Plant) (MCAST) (MQF Level 6)
- Bachelor of Engineering (Honours) in Mechanical Engineering (Manufacturing) (MCAST) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence may be required for this role.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Mechanical Engineering Technicians are expected to have:

- Knowledge of mechanical and engineering principles
- Knowledge of Mathematics and Physics
- Knowledge of different materials and types of machines
- The ability to draw sketches, interpret design drawings and understand engineering instructions
- The ability to use Computer-Aided Design (CAD) software
- Business and customer care skills (in case of self-employment)
- Knowledge of health and safety and procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- IT skills
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- A practical orientation
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Patience
- Reliability

### Related career opportunities

- Electrical Engineering Technician
- Heavy and Industrial Machinery Mechanic and Repair
- Lift Mechanic
- Mechanical Engineer
- Mechanical Engineering Analyst
- Mechanical Engineering Systems Designer
- Steam Engine and Boiler Plant Operator

- Support an Aircraft On Ground (AOG) situation when serious faults prevent the aircraft from flying
- Support technical training for apprentices and Assistant Technicians
- Prepare the handover at the end of the shift

### Work environment

Aircraft Engineering Technicians typically work on shift basis. Working overtime, during weekends and public holidays may be required.

Aircraft Engineering Technicians typically work in aircraft hangers, airfields and workshops. This job demands very strict safety requirements since dangerous chemicals and power tools are used.

### Occupation data

Number of employees (2017)	118
Share of foreigners (2017)	17%
Job Outlook (2018 - 2022)	+6%
Median Pay (per annum)	€15,400

### Entry level education / special licences / warrants

To work as an Aircraft Engineering Technician, the EASA Part-66 "Aircraft Maintenance Licence" (AML) is required. Training programmes include:

- EASA Part-66 Aircraft Maintenance Category 'A' Licence Course (MCAST)
- Aircraft Maintenance Technician Course (Leading to EASA Part-66 CAT B1.1 Examinations) (MCAST)
- Aircraft Maintenance Technician Course (Leading to EASA Part-66 CAT B2 Avionics Examinations) (MCAST)
- Diploma in Aviation Maintenance (University of Malta) (MQF Level 5)

Additionally, a medical certificate for colour vision is required.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

A valid driving licence may be required for this role.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Aircraft Engineering Technicians are expected to have:

- Knowledge of engineering principles and applications
- Knowledge of Aerodynamics
- Knowledge of an aircraft's components, their purpose, how they function, how they connect or react to other equipment and how to repair or replace them
- Knowledge of the characteristics and design of aircraft
- The ability to understand technical designs and documentation
- The ability to use sophisticated equipment for testing and repairing
- Mechanical and electrical skills
- Knowledge of official aviation safety regulations and requirements
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in English
- Numeracy skills
- IT Skills

Occupation Code: 3115

## Aircraft Engineering Technician

**Alternative titles:** Aviation Technician, Aeronautics Engineering Technician



### Job description and duties

Aircraft Engineering Technicians inspect and maintain the systems of aircraft in between flights to ensure that the aircraft is safe to fly. An Aircraft Engineering Technician is typically expected to:

- Carry out scheduled inspection and maintenance checks
- Diagnose faults and repair as necessary
- Refit aircrafts
- Work on aircraft and instrument modifications
- Ensure that the aircraft is safe to fly in line with the applicable flight safety regulations
- Report any defects to the Maintenance Manager
- Respond to any repair call outs within a reasonable time frame
- Keep logs of service and any corrective repair that took place on the aircraft



# Draughtsperson

- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A methodical approach
- A passion for aviation
- A practical orientation
- A sense of initiative
- Accuracy
- Arm-hand steadiness
- Attention to detail
- Diligence
- Manual dexterity
- Meticulousness

## Related career opportunities

- Aircraft Cabin Mechanic
- Aircraft Engine Mechanic and Repairer
- Aircraft Engineer
- Aircraft Maintenance Supervisor
- Aircraft Restorer
- Electrical Engineer
- Helicopter Technician
- Mechanical Engineer

**Alternative titles:** Drafter, Technical Illustrator



## Job description and duties

Draughtspersons create technical drawings used in different contexts, in particular the construction sector. Draughtspersons play a key part in the building process since their work contributes to building approvals, pricing estimates and construction. A Draughtsperson is typically expected to:

- Draw rough and detailed plans to scale for foundations, buildings and structures according to specifications
- Prepare coloured drawings of landscape and interior designs known as renders, for presentation to clients (where applicable)
- Lay out and plan interior room arrangements for commercial buildings and draw charts, forms and records
- Create and modify technical drawings using Computer-Aided Design (CAD) software
- Develop diagrams for construction, fabrication, and installation of equipment, structures, components, and systems, using field documents and specifications
- Draft and correct topographical maps to represent geological stratigraphy, mineral

deposits, and pipeline systems, using Geographic Information Systems (GIS) and laser scanning outputs

- Build landscape models using data provided by landscape architects
- Liaise with clients, contractors and sub-contractors

## Work environment

Draughtspersons work in the private sector within architectural offices, manufacturing companies, engineering firms, CAD specific work groups, construction companies, engineering consultancy firms or in the public sector. Self-employment may also be a possibility.

Draughtspersons typically work in offices, seated at computer terminals, adjustable drawing boards or drafting tables. In addition to working in an office environment, Draughtspersons are also required to meet clients on-site.

Draughtspersons typically work on a full-time basis, from Monday to Friday. Working overtime and during weekends may be required in order to meet tight deadlines.

## Occupation data

Number of employees (2017)	348
Share of foreigners (2017)	10%
Job Outlook (2018 - 2022)	+24%
Median Pay (per annum)	€17,600

# Foreman/Forewoman

## Entry level education / special licences / warrants

To work as a Draughtsperson, a qualification at MQF Level 4 or higher is required. Training programmes include:

- Advanced Diploma in Construction Engineering (MCAST) (MQF Level 4)

Part-time/short courses are also available such as:

- AutoCAD 3D (MCAST)
- AutoCAD 2D (MCAST)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Draughtspersons are expected to have:

- Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings and models
- Proficiency in Mathematics
- Knowledge of Engineering and Technology
- Knowledge of building methods and materials
- The ability to envision developments and form images of how a system should work under ideal conditions
- Knowledge of relevant legislation and processes such as the Building Regulation Act

- Knowledge of specialised Computer-Aided Design (CAD) software
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A methodical approach to work
- A practical orientation
- Accuracy
- Artistic ability
- Attention to detail
- Creativity
- Diligence
- Flexibility

## Related career opportunities

- Cartographer and Land Surveyor
- Civil Engineering Technician
- Design Office Assistant
- Industrial Designer
- Project Management Technician
- Quality Assurance Technician
- Surveying and Mapping Technician
- Tendering and Estimating Technician

**Alternative titles:** Supervisor, Shift Supervisor, Team Leader



## Job description and duties

Foremen/Forewomen are mainly responsible for the direct supervision and coordination of activities of Tradespersons, Labourers and other workers in order to ensure that all work is completed efficiently. A Foreman/Forewoman is typically expected to:

- Supervise, coordinate and/or schedule tasks and activities
- Determine work requirements and plan procedures
- Oversee work progress to ensure all deadlines are met
- Prepare estimation of costs, budgets and timeframes
- Interpret and explain technical information to clients (where applicable)
- Report on work progress and budget matters to clients
- Liaise with the Project Manager, sub-contractors and other parties
- Respond appropriately to work delays, emergencies and other problems

- Comply with legal requirements, health and safety codes and other regulations
- Provide training to new staff

## Work environment

Foremen/Forewomen typically work on a full-time basis. Working during weekends and overtime may be required in order to meet project deadlines. Although most Foremen/Forewomen have a main office, they spend most of their time working on-site, where they monitor the project at hand. For those managing multiple projects, frequent travel between sites is required.

## Occupation data

Number of employees (2017)	291
Share of foreigners (2017)	4%
Job Outlook (2018 - 2022)	+24%
Median Pay (per annum)	€17,800

## Entry level education / special licences / warrants

Previous experience in the area of operations is typically required to work as a Foreman/Forewoman. Certain employers may prefer to promote internal employees who have relevant experience.

Additionally, training programmes may provide the opportunity to gain the skills needed for this supervisory position.



# Manufacturing Supervisor

Training programmes include:

- Management Skills for Supervisors (MCAST)

Qualifications in a particular area may also be required, depending on the industry one is working in.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

A valid driving licence may be required for this role.

## Knowledge and skills

Foremen/Forewomen are expected to have:

- Knowledge of materials, machines and tools required
- Knowledge of methods and processes, quality control, costs and other techniques for maximising the efficiency of the work
- An understanding of customer needs and the ability to meet quality standards
- Knowledge of business and management principles including strategic planning and resource allocation
- People management and supervisory skills in order to supervise a team
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Organisational and planning skills

- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A meticulous and methodical approach to work
- A proactive manner
- Accountability
- Accuracy
- Assertiveness
- Attention to detail
- Cautiousness
- Diligence
- Efficiency
- Flexibility
- The ability to be firm but fair

## Related career opportunities

- Construction Supervisor
- Production Supervisor
- Project Manager
- Quarry Supervisor
- Site Manager

**Alternative titles:** Line Champion, Team Leader, Production Supervisor (manufacturing), Area Coordinator (manufacturing), Assembly Supervisor, Finishing Supervisor



## Job description and duties

Manufacturing Supervisors work in plants, factories or mills where they supervise a team of operators to ensure that production and quality standards are met in a cost-effective and timely manner. A Manufacturing Supervisor is typically expected to:

- Prepare rosters together with the Operations Manager
- Provide training to new staff and ensure manufacturing standards are reached before new employees are signed off to work alone
- Implement different methods to motivate team members to achieve targets and goals in line with quality standards
- Liaise with the HR department to provide advice, guidance and training opportunities to employees in line with company policies and collective agreement (if applicable)
- Liaise with the HR department on any disciplinary matters in line with company policies and collective agreement (if applicable)

- Ensure that proper housekeeping and a safe working environment are maintained at all times
- Document and report production data and provide statistics to the Operations Manager
- Attend staff meetings to discuss production data and together with other staff members and seniors find alternative ways to operate in a more efficient and effective manner
- Ensure the availability of material, track its usage and record data including waste and other issues
- Attend training as and when required to keep up with industrial changes
- Coordinate and supervise the activities of Process Control Technicians, Machine Operators, Assemblers and other manufacturing labourers

## Work environment

Manufacturing Supervisors work in various industries, including but not limited to: pharmaceuticals, plastics, food and beverage, furniture, electronic equipment, cosmetics and medical devices. Manufacturing Supervisors are required to be on the shop floor together with their team at the manufacturing plant during the shift period.

Manufacturing Supervisors are required to work on a full-time basis, with flexible working hours. It is common for manufacturing companies to operate on shift basis, including morning, afternoon and night shifts. Working hours are usually up to 40 hours spread over five days a week. Work on weekends may be required.

## Occupation data

Number of employees (2017)	149
Share of foreigners (2017)	16%
Job Outlook (2018 - 2022)	+11%
Median Pay (per annum)	€16,100

## Entry level education / special licences / warrants

Previous experience in the manufacturing sector is often a requirement to fulfil the position of a Manufacturing Supervisor. Certain companies may prefer to promote internal employees who have relevant manufacturing and product experience.

Although working as a Manufacturing Supervisor does not necessarily require specific qualifications, this may be dependent upon the industry. A qualification at MQF Level 4 or higher may be required in order to be eligible for the role. Training programmes include:

- Advanced Diploma in Manufacturing (MCAST) (MQF Level 4)
- Higher Diploma in Administration and Management (University of Malta) (MQF Level 5)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Manufacturing Supervisors are expected to have:

- Product awareness and an understanding of raw material and its usage
- Knowledge of all company policies and procedures to ensure a high quality product
- The ability to allocate resources and set targets according to volumes and client requirements
- A basic understanding of technical faults
- The ability to come up with real-time solutions and decrease down time
- Knowledge of health and safety procedures
- The ability to deliver technical skills training

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure
- Presentation skills
- The ability to lead and motivate
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A technical orientation
- A willingness to learn, embrace change and innovation
- Accountability
- Attention to detail
- Confidence

- Flexibility
- Proactivity
- The ability to be firm but fair
- The ability to motivate others
- The ability to remain calm

## Related career opportunities

- Manufacturing Manager
- Manufacturing Process Designer
- Plant Operator
- Production Engineer
- Production Planner
- Quality Controller
- Training and Development Officer

Occupation Code: 3123

# Construction Supervisor

**Alternative titles:** Construction Foreman, Site Coordinator, Site Supervisor



## Job description and duties

Construction Supervisors are responsible for supervising, directing and scheduling the work of construction workers. A Construction Supervisor is typically expected to:

- Supervise, coordinate and schedule construction activities
- Determine construction requirements and plan procedures by reading specifications, such as blueprints
- Oversee work progress to ensure all deadlines and safety specifications are met
- Coordinate work activities with other

construction project activities (where applicable)

- Keep records of costs and construction timeframes
- Interpret and explain contracts and technical information to other professionals
- Report on work progress and budget matters to clients
- Collaborate with the Project Manager, Architect, Engineer and other construction specialists
- Respond appropriately to work delays, emergencies and other problems
- Comply with legal requirements, building and safety codes, technical specifications and other regulations
- Report to the Site Manager or Project Manager on a regular basis

## Work environment

Although Construction Supervisors tend to have a main office, they spend most of their time working at the construction site.



Construction Supervisors typically work on a full-time basis spread over five days a week.

Working in this sector is particularly strenuous and involves working outdoors in different weather conditions.

#### Occupation data

Number of employees (2017)	298
Share of foreigners (2017)	7%
Job Outlook (2018 - 2022)	+17%
Median Pay (per annum)	€19,400

#### Entry level education / special licences / warrants

Previous experience in construction is often a requirement to fulfil the position of Construction Supervisor.

Although there are no specific educational requirements to work as a Construction Supervisor, a qualification in Construction, Civil Engineering, Building Services or related areas may be useful to gain the required skills. Training programmes include:

- Diploma in Construction & Stone Masonry (MCAST) (MQF Level 3)
- Diploma in Construction Engineering (MCAST) (MQF Level 3)
- Advanced Diploma in Construction Engineering (MCAST) (MQF Level 4)
- Bachelor of Science (Honours) in Construction Engineering (MCAST) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular

MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

#### Knowledge and skills

Construction Supervisors are expected to have:

- Knowledge of raw materials, tools and methods needed in construction
- An understanding of customer needs and the ability to meet quality standards
- Knowledge of business and project management principles
- Knowledge of machines, tools and methods, including their designs, uses, repair and maintenance
- Knowledge of building regulations
- Knowledge of health and safety procedures
- People management and supervisory skills in order to supervise a team of construction workers

Transferable skills should include:

- Communication skills in Maltese and/or English
- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving skills and the ability to take timely decisions
- Time management skills and the ability to work under pressure and meet deadlines
- Leadership skills

#### Additional qualities

These may include:

- Attention to detail
- Negotiation skills

- Physical strength and stamina
- The ability to work methodically and with caution

#### Related career opportunities

- Bricklayer and Stonemason

- Civil Engineering Technician
- Construction Manager
- Draughtsperson
- Project Manager
- Site Manager

Occupation Code: 3130

## Process Control Technician

**Alternative titles:** Power Production Plant Operator, Incinerator and Water Treatment Plant Operator, Chemical Process Plant Controller, Metal Production Process Controller



#### Job description and duties

Process Control Technicians are responsible for optimising process flows and maximising efficiencies in manufacturing plants. This is done through the identification of problems in the production workflow processes and the reviewing of processes for better outcomes. A Process Control Technician is typically expected to:

- Understand production processes and implement continuous improvements to enhance production workflow and outcomes
- Interpret diagrams and engineering drawings

- Monitor and operate the start-up and shut-down of automated machinery
- Monitor product quality to ensure compliance with company standards
- Ensure that performance in the production area is efficient
- Draft a preventive maintenance schedule for all plant equipment and machinery and implement it accordingly
- Monitor and inspect equipment and systems to detect malfunction
- Ensure proper housekeeping and a safe working environment are maintained in line with company and OHS standards
- Document and report production control data to Operations Manager or Technical Manager
- Discuss with other staff members and seniors to find alternative ways to operate in a more efficient and effective manner
- Attend training as and when required to keep up with industrial changes

## Work environment

Process Control Technicians work in the manufacturing industry and work settings include offices, laboratories, workshops, factories and/or plants.

Process Control Technicians are typically required to work on a full-time basis. This may include morning, afternoon and night shifts.

## Occupation data

Number of employees (2017)	399
Share of foreigners (2017)	13%
Job Outlook (2018 - 2022)	+22%
Median Pay (per annum)	€19,400

## Entry level education / special licences / warrants

To work as a Process Control Technician, a qualification at MQF Level 4 or higher in an area related to the production processes of that particular factory or plant would typically be required. Training programmes include:

- Advanced Diploma in Manufacturing (MCAST) (MQF Level 4)
- Advanced Diploma in Food Technology (MCAST) (MQF Level 4)
- Advanced Diploma in Applied Science (MCAST) (MQF Level 4)
- Advanced Diploma for Polymer Process Technicians (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Process Control Technicians are expected to have:

- Knowledge of time and motion
- An understanding of all production and/or operational processes and procedures
- An understanding of the machinery and equipment used for production and/or operational processes
- An understanding of maintenance and repair processes
- An understanding of quality systems
- Knowledge of Mathematics and Physics
- Technical skills
- Observational skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- IT skills
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills and the ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A practical orientation
- A willingness to learn, embrace change and innovation
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Manual dexterity

## Related career opportunities

- Control Systems Engineer
- Electrical Engineering Technician
- Manufacturing Supervisor
- Materials Technician
- Mechanical Engineering Technician
- Polymer Process Technician
- Process Engineer
- Quality Control Technician

Occupation Code: 3141

# Life Science Technician (excluding Medical)

**Alternative titles:** Life Science Technical Officer, Biological Technician, Bacteriology Technician, Biochemistry Technician, Pharmacology Technician, Tissue Culture Technician



## Job description and duties

Life Science Technicians assist life science professionals in conducting research on living organisms. Although duties will vary according to the specific setting one is working in, a Life Science Technician is typically expected to:

- Ensure resources and equipment are available and in good running order
- Carry out collection and preparation of

the required specimens and samples, chemical materials and equipment prior to experimentation

- Provide support in the planning, execution and monitoring of field and laboratory experiments
- Document any testing results and prepare reports in line with best laboratory practices and as directed by life science professionals
- Preserve, categorise and keep a register of specimens and samples
- Dismantle, clean and properly maintain specialised laboratory equipment and instruments, such as centrifuges, pipetting machines and pH meters and so on
- Coordinate servicing, repairing and calibration of equipment with third party service providers
- Provide assistance and technical support to other team members with respect to research, development, analysis and testing



- Coordinate with senior management to compile a list of equipment (including specifications) in order to purchase new equipment or spare parts
- Keep a computerised and an updated inventory system for equipment and supplies
- Maintain an updated record of expenditure with respect to equipment, materials and supplies

### Work environment

Life Science Technicians may be employed in the public sector with various entities operating in environmental planning and management, agriculture, and fisheries and aquaculture. Employment may also be found in the private sector, across different settings including companies providing environmental consultancy and companies operating in the biotechnology and pharmacology fields.

The work environment of a Life Science Technician will vary according to the employing organisation. Technicians could either be based in a laboratory, office and/or manufacturing plant, depending on the role. Life Science Technicians may also be required to spend some time outdoors for sample collection.

Life Science Technicians typically work on a full-time basis. Working additional hours may be required to meet project deadlines. Also, depending on the organisation, one may be required to work on shift basis, including evenings, nights and weekends.

### Occupation data

Number of employees (2017)	301
Share of foreigners (2017)	7%
Job Outlook (2018 - 2022)	+13%
Median Pay (per annum)	€19,000

### Entry level education / special licences / warrants

To work as a Life Science Technician, a qualification at MQF Level 5 or higher in Applied Science, Biology or related area is typically required. Training programmes include:

- Advanced Diploma in Applied Science (MCAST) (MQF Level 5)
- Diploma in Fish Management (MCAST) (MQF Level 5)
- Bachelor of Science (Honours) in Biology (University of Malta) (MQF Level 6)
- Bachelor of Science (Honours) in Biology and Chemistry (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Life Science Technicians are required to have:

- Knowledge of laboratory techniques and how to apply them
- An understanding of how to collect and interpret data
- The ability to set up scientific equipment as required
- The ability to handle materials in a safe manner
- Proficiency in Mathematics and scientific-related disciplines
- Report writing skills

- Knowledge of health, safety and environmental procedures
- Presentation skills

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- IT skills
- Organisational and planning skills
- Problem solving skills and the ability to take timely decisions
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- A practical orientation
- Arm-hand steadiness
- Attention to detail
- Leadership
- Manual dexterity
- Methodical
- Observation
- Precision
- The ability to concentrate for long periods of time

### Related career opportunities

- Biologist
- Biomedical Researcher
- Chemical and Physical Science Technician
- Environmental and Occupational Health Inspector
- Forensic Science Technician
- Laboratory Officer
- Life Science Professional
- Medical Laboratory Technician
- Pathology Laboratory Technician
- Pharmaceutical Technician and Assistant
- Validation Specialist

# Ships' Deck Officer and Pilot (Master / Boatmaster / Mate)

**Alternative titles:** Vessel Master, Boat Captain, Chief Mate



## Job description and duties

Ships' Deck Officers command ships and supervise and coordinate activities of the crew aboard the vessel. A Ships' Deck Officer is typically expected to:

- Assume command of a vessel
- Steer vessels safely in and out of harbours (where applicable)
- Set the ships's course, steer the vessel and avoid any hazards, using navigational aids, such as lighthouses or buoys
- Control the speed of the ship
- Determine geographical positions of nearby ships
- Inspect and maintain on board equipment, such as cargo-handling gear and lifesaving equipment
- Dock or undock vessels (where applicable)
- Adjust navigation according to weather conditions
- Inspect vessels to ensure all equipment is safe and in line with regulations
- Use marine radio telephone equipment to transmit and receive messages

- Ensure safety of cargo and/or people on board
- Operate Wheelhouse equipment including GPS, depth (echo) sounder, magnetic compass, autopilot and alarm systems

Pilots board vessels to assist Ships' Deck Officers in manoeuvring the vessel in congested waters such as harbours. They assist Ships' Deck Officers in the previously mentioned tasks related to entering and exiting harbours and docking.

## Work environment

Ships' Deck Officers and Pilots may work on a variety of vessels such as harbour ferries and charter boats, deep-sea fishing vessels and cruise liners. The work of Ships' Deck Officers includes working on deck, below deck and on the bridge in all kinds of weather conditions. Pilots always assists on the bridge. Conditions on board may be cramped.

Working hours may vary according to the size of the vessel and how far the vessel ventures out to sea. On a large vessel, work may stretch for several weeks at a time.

## Occupation data

Number of employees (2017)	69
Share of foreigners (2017)	25%
Job Outlook (2018 - 2022)	+19%
Median Pay (per annum)	€26,200

## Entry level education / special licences / warrants

To work as a Ships' Deck Officer and Pilot, the following qualifications are required:

- STCW (Standards of Training, Certification and Watchkeeping for Seafarers) Certificate issued by the Merchant Shipping Directorate after the completion of a STCW 95 and Proficiency in Security Awareness course

MCAST also offers the following training programmes:

- Commercial Vessel Boatmaster Grade 1
- Commercial Vessel Boatmaster Grade 2
- Commercial Vessel Mate
- Commercial Vessel Master

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Ships' Deck Officers and Pilots are expected to have:

- Knowledge of local climate, weather, tides, currents and hazards
- Knowledge of deck equipment
- Knowledge of machines and tools, including their design, use, repair and maintenance
- Knowledge on the use of radar, satellite and computer systems
- Knowledge on how to plot a course to steer and direct vessels

- Knowledge of how to dock or undock vessels in a variety of situations (where applicable)
- Knowledge of maritime regulations
- Knowledge of marine radio telephone equipment
- Knowledge of International Code of Signals
- Knowledge of health and safety procedures

Pilots require knowledge of the waters they are operating in.

Transferable skills should include:

- Written and verbal communication skills in English
- Numeracy skills
- IT Skills
- Organisational skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure
- The ability to work independently and as part of a team
- Leadership skills

## Additional qualities

These may include:

- A passion for life at sea
- Accuracy
- Alertness
- Diligence
- Patience
- The ability to remain calm in emergency situations

## Related career opportunities

- Commercial Boat Operator
- Port Worker
- Ships' Deck Crew and Related Worker (General Purpose Hand)
- Trawler Skipper
- Yacht Master



# Aircraft Pilot and Related Associate Professional

**Alternative titles:** First Officer, Captain, Flight Engineer, Flying Instructor



## Job description and duties

Aircraft Pilots and Related Associate Professionals control the operation of mechanical, electrical and electronic equipment, in order to navigate aircraft for transporting passengers, mail and freight and perform related pre-flight and in-flight tasks. An Aircraft Pilot and Related Associate Professional is typically expected to:

- Make sure all information on the route, weather, passengers and aircraft is received
- Use that information to create a flight plan, which details the altitude for the flight, route to be taken and amount of fuel required
- Carry out pre-flight checks of instruments, engines, fuel and safety systems
- Work out the best route using weather reports and information from air traffic control
- Follow instructions and communicate with air traffic control
- Communicate with passengers and crew about journey progress
- Modify plans in flight because of changing conditions such as weather, mechanical malfunction or other factors

- Write reports about in-flight issues
- Document the flight and status of the aircraft after landing

## Work environment

Aircraft Pilots and Related Associate Professionals are typically employed by airlines or private charter companies. They are usually employed full-time and work irregular hours Monday to Sunday including public holidays and weekends.

Aircraft Pilots and Related Associate Professionals' working hours are regulated by flight time limitations set out by the authorities.

## Occupation data

Number of employees (2017)	282
Share of foreigners (2017)	40%
Job Outlook (2018 - 2022)	+31%
Median Pay (per annum)	€40,300

## Entry level education / special licences / warrants

To work as an Aircraft Pilot and Related Associate Professional, one would need to obtain a Private Pilot's Licence. To move on to work for an airline as a commercial Pilot one must then obtain an Airline Transport Pilot Licence (ATPL) through a private training academy. This qualification is known as a 'frozen ATPL' and becomes 'unfrozen' when a certain number of hours and experience have been achieved.

In some cases it is also possible to be employed with an airline on a 'frozen ATPL'. With a 'frozen ATPL' one cannot be a Captain (Commander) of a flight but a First Officer. From a 'frozen ATPL' to an ATPL it requires flight hour building and an exam.

Once employed, airlines may provide and sponsor aircraft specific training to Aircraft Pilots and Related Associate Professionals. In other cases, however, airlines may not provide sponsorships and one would be required to pay these expenses.

When opting for this career, one must consider the cost associated with obtaining the appropriate licences. Full or part sponsorship from airlines may be available from time to time.

Ongoing training is required throughout one's career and Aircraft Pilots and Related Associate Professionals are required to attend several ground courses and simulator training sessions during the year. While certain airlines sponsor such training, other airlines, especially low cost airlines, require Pilots to pay for such training.

Aircraft Pilots and Related Associate Professionals interested in further training may opt to follow training programmes such as the Higher Diploma in Aviation (MQF Level 5) offered by the University of Malta.

For further details on specific entry requirements, it is advisable to consult the respective airline website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

Medical examinations are also conducted as part of this selection process.

## Knowledge and skills

Aircraft Pilots and Related Associate Professionals are expected to have:

- Knowledge of Mathematics and Physics
- The ability to understand technical information about how the aircraft operates
- Spatial awareness and hand-to-eye coordination
- The ability to evaluate and assess risk
- The ability to give clear instructions to cabin crew, flight deck crew and passengers
- Leadership skills

Transferable skills should include:

- Written and verbal communication skills in English
- The ability to work with people from different cultures
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A high level of ambition and drive
- A passion for aircrafts
- A sense of discipline
- A smart appearance
- Accuracy
- Attention to detail
- Dependability
- Flexibility
- Focused

- Quick-thinking
- Self-confidence
- The ability to concentrate for long periods of time

#### Related career opportunities

- Air Traffic Controller
- Air Traffic Safety Engineer
- Flight Engineer
- Ground/Flight Operations Controller/ Manager
- Helicopter Pilot

Occupation Code: 3154

# Air Traffic Controller

**Alternative titles:** Air Traffic Control Specialist, Flight Controller, Air Controller



An Air Traffic Controller is typically expected to:

- Receive information about flights from radar observations and Aircraft Pilot reports
- Conduct communication clearly and concisely using standard phraseology
- Advise Aircraft Pilots on weather conditions and status of facilities and airports
- Give Pilots permission to take off, land and change altitude and direction
- Give airport workers permission to move on the runway and adjacent areas
- Monitor aircraft and look for possible conflicts such as unscheduled traffic entering airspace
- Liaise with Airport Security, Police and Civil Protection in case of emergency
- Write reports on incidents

#### Work environment

Air Traffic Controllers work from Airport Control Towers. Since the tasks carried out by Air Traffic Controllers require a high level of concentration and focus, it is necessary that they take frequent breaks during their shift. Air Traffic Controllers typically work full-time and are expected to

work evenings, nights, weekends and public holidays.

Due to the equipment used in control towers, such as radar screens, Air Traffic Controllers are required to work in semi-dark conditions.

#### Occupation data

Number of employees (2017)	146
Share of foreigners (2017)	26%
Job Outlook (2018 - 2022)	+20%
Median Pay (per annum)	€30,000

#### Entry level education / special licences / warrants

To be eligible for the selection process, a person needs to be at least 20 years of age and must possess 2 'A' Levels and 4 Intermediate Levels at grade C or higher, or a Higher National Diploma at MQF Level 5. The selection process to enrol in a formal training programme for Air Traffic Controllers is rather rigorous and involves a number of tests and interviews. Medical examinations are also conducted as part of this selection process. Once applicants successfully pass this selection process, they may undergo formal training abroad in order to become certified. Further training occurs on-the-job, which typically lasts for a number of months.

Applicants with previous experience in the field are usually given preference by employers.

Air Traffic Controllers need to be in possession of an Air Traffic Control (ATC) Licence. This licence is issued by Transport Malta and needs to be renewed on a regular basis. Air Traffic Controllers are also required to undergo regular medical examinations throughout their career.

#### Knowledge and skills

Air Traffic Controllers are expected to have:

- Proficiency in Mathematics and Physics
- Spatial awareness
- Knowledge of aviation technology and meteorology
- Knowledge of air traffic control procedures
- Geographical knowledge
- Knowledge of visual and instrument flight procedures
- Knowledge of radar and other landing approach procedures
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and English
- The ability to work with people from different cultures
- Customer care skills
- IT skills
- Organisational and planning skills
- The ability to take decisions while processing different types of information
- Problem solving skills
- Time management skills
- The ability to work and stay calm under pressure
- The ability to work independently and as part of a team

#### Additional qualities

These may include:

- A meticulous approach
- A passion for aviation
- Accuracy
- Attention to detail
- Focused
- Mental alertness



- Patience
- The ability to deal with unexpected and stressful situations
- Trustworthiness

#### Related career opportunities

- Aircraft Equipment Mechanic and Technician
- Aircraft Pilot and Related Associate Professional
- Airfield Operations Specialist
- Flight Operations Manager

#### Occupation data

Number of employees (2017)	162
Share of foreigners (2017)	6%
Job Outlook (2018 - 2022)	+13%
Median Pay (per annum)	€22,100

#### Entry level education / special licences / warrants

To work as a Radiographer, a qualification at MQF Level 6 or higher is required. Training programmes include:

- Bachelor of Science (Honours) in Radiography (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

Graduates are required to register with the Council for Professions Complementary to Medicine (CPCM) to be able to work as a Radiographer.

A clean Police Conduct Certificate is also required.

On-the-job training is usually offered by the employer.

#### Knowledge and skills

Radiographers are expected to have:

- Knowledge of anatomy, physiology and diseases
- Knowledge of radiation protection
- The ability to analyse, select, adapt and use techniques and practices in order to

diagnose and treat patients

- An understanding of ethical and legal principles in the health setting
- The ability to maintain client confidentiality
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure
- The ability to work independently and as part of a team

#### Additional qualities

These may include:

- A keen interest in science
- A methodical approach
- A practical orientation
- Attention to detail
- Manual dexterity
- Patience
- Precision
- Sensitivity

#### Related career opportunities

- Allied Health Assistant
- Clinical Scientist
- Medical Imaging and Therapeutic Equipment Technician
- Radiologist

Occupation Code: 3211

# Radiographer

**Alternative titles:** Medical Radiographer, Diagnostic Radiographer, Therapeutic Radiographer



- Optimise the dose i.e. administer the right dose for the given exam, size of patients and disease in question
- Participate in multidisciplinary meetings with Radiologists, Doctors, Surgeons and Nurses to contribute to a collaborative working environment
- Participate in the training, teaching and supervision of new staff and students
- Participate in research projects
- Perform regular maintenance checks on imaging equipment
- Act in accordance with the code of professional conduct

#### Work environment

Radiographers work in hospitals and clinics in the public and private sector. This role is typically on a full-time basis, although part-time opportunities may also be available. Depending on the workplace, one may also be required to work on shift basis. Working on Sundays and public holidays may also be required.

#### Job description and duties

Radiographers use imaging and radiation technology in order to produce the necessary images which enable Radiologists to diagnose injuries and diseases. A Radiographer is typically expected to:

- Interact with patients prior to the procedure and answer any questions
- Take responsibility to provide protective measures to ensure the safety of patients when around equipment
- Position the patient to get the correct images
- Provide support and reassurance to patients

# Medical Laboratory Scientist

**Alternative titles:** Biomedical Scientist, Clinical Biochemist, Blood Bank Technician



## Job description and duties

Medical Laboratory Scientists perform diagnostic tests by the use of specialised techniques and instrumentation with the aim of detecting, diagnosing and preventing diseases. A Medical Laboratory Scientist is typically expected to:

- Follow strict methodologies for routine tests of analysis of blood, urine and stools
- Screen for diabetes, intolerances and infectious diseases amongst other conditions
- Identify blood grouping for blood transfusions
- Process and analyse tissue samples from operations and autopsies
- Screen for cancer through special procedures
- Test fluid and tissue samples
- Record results in patient files and computer systems
- Observe infection control measures

## Work environment

Medical Laboratory Scientists may be employed in the public and private sector, working in

hospital laboratories alongside a team of Doctors, Technicians and other Scientists.

Medical Laboratory Scientists may work in various fields of science such as infection, blood, cellular, reproductive sciences, haematology, molecular diagnoses, public health, quality control and many others.

Medical Laboratory Scientists typically work full-time and may be required to work during weekends and public holidays. Shift work is also a possibility.

## Occupation data

Number of employees (2017)	286
Share of foreigners (2017)	25%
Job Outlook (2018 - 2022)	+13%
Median Pay (per annum)	€19,300

## Entry level education / special licences / warrants

To practice as a Medical Laboratory Scientist, a qualification at MQF Level 6 or higher is required. Training programmes include:

- Bachelor of Science (Honours) in Applied Biomedical Science (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

Medical Laboratory Scientists are required to be registered as a member on the Register of Medical Laboratory Science with the Council for the Professions Complementary to Medicine (CPCM).

On-the-job training is usually offered by the employer.

## Knowledge and skills

Medical Laboratory Scientists are expected to have:

- Knowledge of Biology, Chemistry and Mathematics
- The ability to assess and implement experimental and new scientific methods
- Knowledge of good laboratory techniques and practices
- An understanding of how to collect and interpret data
- The ability to analyse, evaluate and investigate specimens
- Report writing skills
- An understanding of ethical and legal principles in the health setting
- The ability to maintain patient confidentiality
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- IT skills
- Numeracy skills
- Organisational and planning skills
- Problem solving skills and the ability to take timely decisions

- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A methodical approach
- A practical orientation
- A solution-oriented approach
- Arm-hand steadiness
- Attention to detail
- Critical thinking skills
- Manual dexterity
- Precision
- Quick-thinking
- The ability to concentrate for long periods of time

## Related career opportunities

- Chemical and Physical Science Technician
- Chemist
- Laboratory Assistant
- Life Science Technician
- Medical Laboratory Manager



# Pharmaceutical Technician

**Alternative titles:** Pharmacy Technician, Dispensing Technician, Pharmaceutical Assistant



## Job description and duties

Pharmaceutical Technicians are responsible for carrying out duties related to the dispensing of medicinal products. The work of Pharmaceutical Technicians is carried out under the guidance and supervision of a Pharmacist. Although duties may vary according to work setting, a Pharmaceutical Technician is typically expected to:

- Instruct and advise patients/customers on how to take medicinal products
- Answer queries from patients/customers and refer queries to the Pharmacist when required
- Measure and mix medicine in line with the prescription
- Fill and mark bottles with prescribed medications
- Explain the uses and limitations of medicinal products
- Operate a cash register, handle cash and card payments
- Carry out stocktaking duties, restock shelves and place orders for new stock

- Carry out administrative duties such as data entry tasks and updating of patient/customer records
- Ensure medicinal products are kept in the right conditions (e.g. at the correct temperature)
- Remain up-to-date with the latest information and advances in the pharmaceutical field
- Handle customer complaints or refer complaints to the Managing Pharmacist or Pharmacy Manager

## Work environment

Pharmaceutical Technicians may work in the public and private sector, in hospitals or community pharmacies. Pharmaceutical Technicians may also find employment in pharmaceutical companies.

Pharmaceutical Technicians typically work full-time. Part-time opportunities may also be available, especially in community pharmacies. Depending on the setting, Pharmaceutical Technicians may be required to work on shift basis. Working during weekends and public holidays may also be required.

## Occupation data

Number of employees (2017)	193
Share of foreigners (2017)	9%
Job Outlook (2018 - 2022)	+12%
Median Pay (per annum)	€17,700

## Entry level education / special licences / warrants

To work as a Pharmaceutical Technician, a qualification at MQF Level 4 or higher is required. Training programmes include:

- Advanced Diploma for Pharmacy Technicians (MCAST) (MQF Level 4)
- Bachelor of Science (Honours) in Pharmaceutical Technology (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

To practice, a Pharmaceutical Technician has to be listed on the Register of Pharmacy Technicians held by the Pharmacy Council.

A clean Police Conduct Certificate is also required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Pharmaceutical Technicians are expected to have:

- Knowledge of pharmaceutical and scientific principles
- Knowledge of national regulations and policies pertaining to the use, distribution, storage and supply of medicines
- Knowledge of principles and standards for good pharmaceutical practices
- An understanding of ethical and legal principles in the health setting

- The ability to maintain client confidentiality
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- IT skills
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and multitasking skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A customer-oriented approach
- A methodical approach
- A practical orientation
- Assertiveness
- Attention to detail
- Manual dexterity
- Patience
- Precision

## Related career opportunities

- Chemical and Physical Science Technician
- Clinical Technician
- Life Science Technician
- Medical Laboratory Scientist
- Pharmacist

# Dental Assistant

**Alternative title:** Dental Surgery Assistant



## Job description and duties

Dental Assistants carry out routine tasks as instructed by a Dentist, including preparing patients for treatment and setting up equipment. A Dental Assistant is typically expected to:

- Perform administrative duties such as scheduling appointments and answering the telephone
- Ensure the patient's comfort
- Clean and sterilise instruments and keep the surgery tidy
- Assist Dentists during treatment by passing instruments or using a suction device to remove water, saliva and debris from the patient's mouth
- Prepare materials for dental moulds and fillings
- Develop x-rays
- Manage inventory and order supplies
- Carry out dental management tasks such as stocktaking and updating of patient records

## Work environment

Dental Assistants work in hospitals and clinics in the public and private sector. This role is typically on a full-time basis, however part-time may be an option. Dental Assistants may be required to work on Sundays and public holidays when based in hospitals or clinics which operate on a 24 hour basis.

## Occupation data

Number of employees (2017)	132
Share of foreigners (2017)	11%
Job Outlook (2018 - 2022)	+20%
Median Pay (per annum)	€13,800

## Entry level education / special licences / warrants

To work as a Dental Assistant, a qualification at MQF Level 4 or higher is required. Training programmes include:

- Diploma for Dental Surgery Assistants (MCAST) (MQF Level 4)
- Diploma in Dental Surgery Assistance (University of Malta) (MQF Level 5)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Dental Assistants are expected to have:

- Knowledge of oral and general health and disease
- The ability to identify dental tools to assist the Dentist
- An understanding of ethical and legal principles in the health setting
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and the ability to take timely decisions
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A practical orientation
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Patience
- Precision
- The ability to concentrate for long periods of time

## Related career opportunities

- Dentist



# Medical Assistant

**Alternative titles:** Clinical Assistant, Doctor's Assistant, Ward Assistant



## Job description and duties

Medical Assistants support medical professionals by performing clinical and administrative tasks under the direct supervision of a Medical Practitioner or other health professional. A Medical Assistant is typically expected to:

- Record and document patient medical history
- Prepare patients for examination by a Medical Doctor
- Prepare collected tissue and blood samples for inspection
- Perform general administrative tasks (including scheduling of appointments)
- Remove old bandages and redress wounds
- Inspect instruments and machinery
- Sterilise equipment, dispose of unwanted substances and replace used supplies

## Work environment

Medical Assistants work in the private sector in a variety of settings including hospitals, doctors' offices, health clinics and other institutions. This

role may also be offered on shift basis. Medical Assistants may be required to work during weekends and public holidays.

## Occupation data

Number of employees (2017)	157
Share of foreigners (2017)	28%
Job Outlook (2018 - 2022)	+16%
Median Pay (per annum)	€20,700

## Entry level education / special licences / warrants

To work as a Medical Assistant, a qualification at MQF Level 4 or higher is required. Training programmes include:

- Advanced Diploma in Health Sciences (MCAST) (MQF Level 4)

Training programmes typically include an element of practice.

Additionally, Medical Assistants may require:

- A clean Police Conduct Certificate
- A Vaccination Record that should include 2 MMR injections and 3 Hepatitis B injections
- A certificate in First Aid

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Medical Assistants are expected to have:

- An understanding of how to assess patients' needs and address them
- Knowledge of safe care practices
- Administrative skills
- An understanding of ethical and legal principles in the health setting
- The ability to act in a calm and appropriate manner during emergencies and other stressful situations
- The ability to maintain patient confidentiality
- Knowledge of health and safety procedures
- The ability to maintain medical records and other clerical duties

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving skills and the ability to take timely decisions
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A caring manner
- A methodical approach
- A positive attitude
- A practical orientation
- Assertiveness
- Dedication
- Empathy
- Friendliness
- Patience
- Sensitivity
- Tact

## Related career opportunities

- Allied Health Assistant
- Dental Assistant
- Nursing Professional
- Personal Care Worker

# Environmental and Occupational Health Inspector

**Alternative titles:** Environment Health Officer, Product Safety Inspector, Sanitary Inspector, Health Inspector, Sanitarian, Pollution Inspector



## Job description and duties

Environmental and Occupational Health Inspectors are responsible for enforcing the law and improving standards. Such Inspectors are typically specialised in a particular field, such as environmental health and occupational health and safety. An Environmental and Occupational Health Inspector is typically expected to:

- Check and enforce regulations and legislation in various areas such as public health and food safety
- Carry out inspections in respect of any nuisance, health hazard or similar breach of law and take corrective actions
- Investigate and report on the health aspects of the general environment
- Carry out tasks related to the licencing of premises
- Advise employers' and workers' representatives on the implementation of regulations concerning occupational safety and the work environment
- Give advice on environmental sanitary problems and techniques

- Inspect areas of production processing transport, handling, storage and sale of products to ensure conformity with standards and regulations
- Inspect establishments to ensure that they conform to rules and regulations concerning emission of pollutants and disposal of dangerous waste

## Work environment

Environmental and Occupational Health Inspectors work in various places including schools, hospitals and other establishments. This role involves working in an office environment and other locations to carry on-site inspections.

Environmental and Occupational Health Inspectors typically work on a full-time basis, from Monday to Friday. This job might involve evening and weekend work in cases of spot-checks, serious incidents, accidents or emergencies.

## Occupation data

Number of employees (2017)	309
Share of foreigners (2017)	6%
Job Outlook (2018 - 2022)	+14%
Median Pay (per annum)	€20,600

## Entry level education / special licences / warrants

Environmental and Occupational Health Inspectors are required to be in possession of a qualification at MQF Level 5 or higher such as:

- Bachelor in Occupational Health and Safety (Honours) (University of Malta) (MQF Level 6)

In addition to the above, Environmental Health Officers would require:

- A certificate of registration with the Register for Environmental Health held by the Council for the Professions Complimentary to Medicine

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

The following are also typically required:

- A clean Police Conduct Certificate
- A valid driving licence

On-the-job training is usually offered by the employer.

## Knowledge and skills

Environmental and Occupational Health Inspectors are expected to have:

- Knowledge of relevant government rules, regulations, law and legislation related to one's field of work
- Knowledge of how to develop hygiene, safety and environmental programmes
- Knowledge of when to investigate cases and activities
- Knowledge of procedures involved in issuing permits and/or licences (where applicable)
- The ability to prepare the required paperwork

- such as reports and procedural documents
- An understanding of expected levels of quality assurance
- The ability to testify in court if required
- Research skills including the ability to collate and analyse data and statistics
- Investigative skills
- Persuasion and negotiation skills

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and/or English
- IT skills
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A calm attitude
- A methodical approach
- Accuracy
- Alertness
- Assertiveness
- Attention to detail
- Disciplined
- Firm
- Tact

## Related career opportunities

- Compliance Inspector
- Occupational Health and Safety Manager
- Occupational Hygienist



# Allied Health Assistant

**Alternative title:** Allied Assistant



## Job description and duties

Allied Health Assistants form part of a multidisciplinary team and provide assistance to all Allied Health Professionals, such as Physiotherapists and Occupational Therapists. Once employed, Allied Health Assistants are placed according to the specialisation available.

Allied Health Assistants provide information, guidance and support to patients availing themselves of various health services. Although duties vary according to the specific role, an Allied Health Assistant is typically expected to:

- Provide general medical care, treatment and health advice under the direction of health professionals
- Carry out routine investigations and monitor patients' progress
- Assist with tests and evaluation to identify and assess patients' clinical problems and health care needs
- Seek advice and help from health professionals to ensure patients receive a high standard of care

- Maintain patient records and carry out other administrative tasks
- Perform technical and practical tasks to support implementation of treatment and healthcare plans established by health professionals
- Maintain effective communication with patients and their relatives, ensuring that they are kept well informed
- Participate in multidisciplinary meetings and contribute to a collaborative working environment

## Work environment

Allied Health Assistants may work in a variety of health settings including hospitals and clinics in the public and private sector. This role is typically on a full-time basis and one may be required to work on shift basis. Allied Health Assistants may be required to work during weekends and public holidays.

## Occupation data

Number of employees (2017)	312
Share of foreigners (2017)	3%
Job Outlook (2018 - 2022)	+15%
Median Pay (per annum)	€21,600

## Entry level education / special licences / warrants

To work as an Allied Health Assistant, a qualification at MQF Level 4 or higher is required. Training programmes include:

- Advanced Diploma in Health Sciences (MCAST) (MQF Level 4)

Additionally, Allied Health Assistants may require:

- A clean Police Conduct Certificate
- A Vaccination Record that should include 2 MMR injections and 3 Hepatitis B injections
- A certificate in First Aid

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Allied Health Assistants are expected to have:

- An understanding of how to assess and address patients' needs
- Knowledge of safe care practices
- An understanding of ethical and legal principles in the health setting
- The ability to act in a calm and appropriate manner during emergencies and other stressful situations
- The ability to maintain patient confidentiality
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A caring and patient manner
- A methodical approach
- A positive attitude
- A practical orientation
- Assertiveness
- Dedication
- Empathy
- Friendliness
- Sensitivity
- Tact

## Related career opportunities

- Clinical Assistant
- Community Health Promoter
- Health Administrator
- Medical Assistant
- Nursing Professional
- Paramedic Aide

# Securities and Finance Dealer/Broker

**Alternative titles:** Securities Broker, Stocks and Shares Broker, Foreign Exchange Broker, Foreign Exchange Dealer



## Job description and duties

Securities and Finance Dealers/Brokers execute orders from the Financial and Investment Advisor in relation to negotiations and transactions involving financial instruments and securities. A Securities and Finance Dealer/Broker is typically expected to:

- Monitor market conditions and analyse relevant market data
- Compile and present findings
- Liaise with private and commercial clients on financial deals
- Execute and finalise trade deals
- Record assets acquired
- Comply with the rules and regulations of the Malta Stock Exchange
- Keep abreast with any new developments

## Work environment

Securities and Finance Dealers/Brokers typically work in a fast-paced and demanding environment and typically work in the private

sector with banks, financial services firms or specialist brokers. Opportunities within the public sector may be available in entities such as the Treasury Department. Working on a self-employed basis may also be an option. Securities and Finance Dealers/Brokers may be required to meet their clients outside their offices and may also be required to travel abroad.

Securities and Finance Dealers/Brokers typically work full-time. However, working additional hours may be expected in order to meet deadlines.

## Occupation data

Number of employees (2017)	99
Share of foreigners (2017)	29%
Job Outlook (2018 - 2022)	+29%
Median Pay (per annum)	€21,000

## Entry level education / special licences / warrants

To work as a Securities and Finance Dealer/Broker, a qualification at MQF Level 6 is typically required in areas such as Accountancy, Economics, Banking and Finance, Insurance and Risk Management. Training programmes include:

- Bachelor of Commerce (Honours) (University of Malta) (MQF Level 6)

Additionally, professional certifications such as the International Introduction to Securities and Investments (IISI) may be required by employers.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Securities and Finance Dealers/Brokers are expected to have:

- The ability to analyse markets, establish trends and predict market conditions
- Up-to-date knowledge of the latest global and national economic and market developments
- The ability to clearly and coherently explain financial information to clients or management
- The ability to assess clients' needs and risk taking abilities
- Negotiation and persuasion skills
- Networking skills and the ability to build and maintain professional relationships with clients
- The ability to keep client confidentiality

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- IT skills
- Organisational and planning skills

- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A client-oriented approach
- A focused mindset
- A goal-oriented approach
- A high level of drive and ambition
- Accuracy
- An ability to see the bigger picture
- Assertiveness
- Attention to detail
- Confidence
- Critical thinking skills
- Flexibility
- Inquisitiveness
- Tact
- Trustworthiness

## Related career opportunities

- Commodities Broker
- Financial and Investment Advisor
- Investments Manager
- Trade Broker
- Trade Settlement Officer



# Credit and Loans Officer

**Alternative titles:** Loan Agent, Credit Officer, Relationship Officer



## Job description and duties

Credit and Loans Officers are responsible for evaluating clients' applications for credit or a loan. A Credit and Loan Officer is typically expected to:

- Interview applicants for mortgages, personal/student/business loans
- Explain different loan options and offers to the client
- Research and evaluate an applicant's financial situation, credit history and ability to repay the loan
- Approve or reject loans within certain authorised limits
- Submit application documents, together with recommendations for approval or rejection to management
- Keep records of payments and chase clients for late payments or overdue accounts
- Complete accompanying documentation and related administrative tasks

## Work environment

Credit and Loans Officers typically work in banks and other financial institutions. The work is office-based and this role involves interacting with clients as well as back office work. This role may also require working in a call centre.

Credit and Loans Officers typically work full-time in line with bank opening hours, which usually includes working on Saturday mornings. Credit and Loans Officers may also work on shift basis.

## Occupation data

Number of employees (2017)	346
Share of foreigners (2017)	16%
Job Outlook (2018 - 2022)	+26%
Median Pay (per annum)	€19,400

## Entry level education / special licences / warrants

To work as a Credit and Loans Officer, a qualification at MQF Level 4 or higher is required. Training programmes include:

- Advanced Diploma in Financial Services (MCAST) (MQF Level 4)
- Certificate in Banking and Finance (University of Malta) (MQF Level 5)
- Higher Diploma in Banking and Finance (University of Malta) (MQF Level 5)

Additionally, a qualification such as the Award in Maltese Home Loan Finance (AMHLF) may be an asset.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Credit and Loans Officers are expected to have:

- Knowledge of the banking industry
- Knowledge of financial products and services
- Knowledge of Mathematics
- Interviewing skills
- Research skills
- The ability to clearly and coherently explain financial information to clients or management
- The ability to keep client confidentiality

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and English
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A meticulous and methodical approach
- Accuracy
- Assertiveness
- Attention to detail
- Confidence
- Critical thinking skills
- Diligence
- Honesty
- Tact
- Trustworthiness

## Related career opportunities

- Accounting Associate Professional
- Bank Teller and Related Clerk
- Branch Manager
- Commercial Sales Representative
- Debt Collector and Related Worker
- Statistical, Finance and Insurance Clerk

# Accounting Associate Professional

**Alternative titles:** Bookkeeper, Accounting Technician, Accounting Assistant, Accounts Officer



## Job description and duties

Accounting Associate Professionals are responsible for maintaining records of financial transactions and maintaining all relevant documentation supporting those transactions. An Accounting Associate Professional is typically expected to:

- Maintain records of financial transactions
- Verify the accuracy of documentation relating to receipts and payments
- Prepare financial statements and supporting reports
- Apply knowledge of accounting principles to solve problems encountered over the course of work
- Make use of specialised accounting software packages
- Complete tax returns and official filings
- Process payroll transactions for the organisation (where applicable)
- Work closely with other members of the accounts team

## Work environment

An Accounting Associate Professional may work in the public or private sector.

Accounting Associate Professionals typically work full-time. However, working overtime or weekends may be expected in order to meet tight deadlines – including legal deadlines which involve the submission of accounts and taxes.

## Occupation data

Number of employees (2017)	943
Share of foreigners (2017)	21%
Job Outlook (2018 - 2022)	+32%
Median Pay (per annum)	€20,000

## Entry level education / special licences / warrants

To work as an Accounting Associate Professional, a qualification at MQF Level 5 or higher is typically required. Training programmes include:

- Higher Diploma for Accounting Technicians (MCAST) (MQF Level 5)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is typically required.

## Knowledge and skills

Accounting Associate Professionals are expected to have:

- Knowledge of accounting and financial record keeping principles
- Competence in Mathematics
- Technical skills related to the analysis and reporting of financial data
- Proficiency in the use of IT applications such as databases and spreadsheets
- The ability to use specialised accounting software packages such as Sage
- The ability to clearly and coherently record and explain financial information to others

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A meticulous and methodical approach
- Accuracy
- Attention to detail
- Confidence
- Critical thinking skills
- Diligence
- Trustworthiness

## Related career opportunities

- Accountant
- Accounting and Bookkeeping Clerk
- Bank Tellers and related Clerk
- Credit and Loans Officer
- Debt-Collector and Related Worker



# Insurance Representative

**Alternative titles:** Insurance Agent, Insurance Officer, Insurance Broker



## Job description and duties

Insurance Representatives arrange insurance cover (e.g. motor, travel, medical, property, etc.) for clients. An Insurance Representative is typically expected to:

- Gather information from the client to assess their risk and needs and liaise with the Insurance Underwriter to calculate coverage and premiums
- Explain to clients different types of insurance coverage and their policy terms, premiums and conditions
- Sell and renew insurance covers and collect premiums
- Suggest changes or additions to insurance policies held by clients
- Advise on and process claims made by clients (where applicable)

## Work environment

Insurance Representatives work within insurance companies. The work is typically office-based and this role involves interacting with clients as well as administrative work.

Insurance Representatives typically work full-time, however overtime may be required in order to meet tight deadlines or during periods of exceptional activity. Part-time work may also be available.

## Occupation data

Number of employees (2017)	269
Share of foreigners (2017)	10%
Job Outlook (2018 - 2022)	+23%
Median Pay (per annum)	€17,900

## Entry level education / special licences / warrants

To work as an Insurance Representative, a qualification at MQF Level 4 or higher is typically required. Training programmes may include:

- Advanced Diploma in Insurance (MCAST) (MQF Level 4)
- Bachelor of Commerce in Insurance (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Insurance Representatives are expected to have:

- An understanding of the insurance market
- Knowledge of insurance practice and products, their features and terms and conditions
- Knowledge of laws and regulations that are relevant to the insurance industry
- The ability to apply basic insurance principles
- Analytical skills
- The ability to maintain client confidentiality

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A client-focused approach
- A high level of integrity and honesty
- Accuracy
- Assertiveness
- Attention to detail
- Impartiality
- Patience
- Persistence
- Tact

## Related career opportunities

- Claims Handler
- Insurance Actuary
- Insurance Underwriter
- Loss Adjustor
- Risk Manager
- Surveyor
- Tied Insurance Intermediary
- Valuations Manager

# Commercial Sales Representative

**Alternative titles:** Sales Executive, Business to Business Sales Executive, Sales Agent, Sales Advisor, After Sales Service Advisor



## Job description and duties

Commercial Sales Representatives sell goods and services to businesses and other organisations. A Commercial Sales Representative is typically expected to:

- Act as the main point of contact for the client (business)
- Meet up with clients on a regular basis, either by setting up meetings or by cold calling
- Present and/or demonstrate products and/or services to clients and provide advice accordingly to meet their needs
- Prepare proposals
- Assist in establishing marketing and advertising plans for the products on offer
- Identify and approach prospective clients in order to create and develop new business relationships
- Obtain and update knowledge of market conditions
- Monitor sales results and reach sales targets
- Provide a high standard of after sales service
- Negotiate terms of sales contract with clients

- within the framework provided by the legal team
- Report clients' reactions and requirements to suppliers and manufacturers.

## Work environment

Commercial Sales Representatives are required in businesses operating in a variety of sectors including wholesale and retail, accommodation and food service activities, manufacturing, electronic and information and communications technology amongst others.

Commercial Sales Representatives divide their working time between the office and visiting clients. Roles are usually on a full-time basis from Monday to Friday, with normal office hours. One may be expected to work longer hours if sales targets are not being met. They may also be required to work at events, such as fairs and expos, both locally and abroad.

## Occupation data

Number of employees (2017)	713
Share of foreigners (2017)	18%
Job Outlook (2018 - 2022)	+21%
Median Pay (per annum)	€12,000

## Entry level education / special licences / warrants

Although qualifications are useful, work-related experience and attitude tend to be given considerable weight by employers.

Nonetheless, educational requirements tend to vary according to the product or service being sold. If one is selling a non-technical product, then there are no specific educational requirements to work as a Commercial Sales Representative, although a qualification at MQF Level 3 or higher in Business or related subjects may be useful to gain the required skills. Training programmes include:

- Diploma in Business (MCAST) (MQF Level 3)
- Advanced Diploma in Marketing (MCAST) (MQF Level 4)
- Advanced Diploma in Business Administration (MCAST) (MQF Level 4)

If the product or service being sold is technical, then employers may request a qualification at MQF Level 4 or higher in that area of specialisation.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence is required for this role and a company car may be provided by the employer. Otherwise, own transport would be required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Commercial Sales Representatives are expected to have:

- Commercial awareness and business skills
- Technical knowledge of the product and/or service being sold
- The ability to explain technical information in everyday language
- Awareness of competitors' products/services
- The ability to behave in line with the organisation's brand standards
- The ability to reach sales targets
- Public speaking skills and the ability to deliver presentations
- Selling skills and techniques, including the ability to upsell
- Marketing skills and the ability to attract new customers
- The ability to persuade, influence, negotiate and network successfully
- The ability to build long-lasting business relationships
- The ability to understand the business needs of different retailers

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and/or English
- IT skills
- Numeracy skills
- Customer care skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure
- The ability to work independently and as part of a team



### Additional qualities

These may include:

- A flair for sales
- A high level of motivation and drive
- A sense of initiative
- A sociable personality
- A well-groomed appearance
- An entrepreneurial mindset
- Assertiveness
- Charisma
- Confidence
- Diligence
- Efficiency
- Enthusiasm

- Flexibility
- Patience
- Trustworthiness

### Related career opportunities

- Distributor
- Merchandiser
- Sales Executive
- Sales Manager
- Selling and Sales Coordinator
- Shop Manager
- Shop Salesperson
- Shop Supervisor
- Shopkeeper/Retailer

- Inspect, compare and select goods for sale
- Make arrangements for payment and delivery
- Develop rebate plans
- Prepare reports and present them to senior management

### Work environment

Purchasing Agents are required in many settings including engineering and construction, information and communications technology, manufacturing, transportation and storage, health, public administration and retail and wholesale.

Purchasing Agents typically work in offices on a full-time basis, occasionally spending time in warehouses, stores and commercial outlets.

### Occupation data

Number of employees (2017)	313
Share of foreigners (2017)	15%
Job Outlook (2018 - 2022)	+14%
Median Pay (per annum)	€17,400

### Entry level education / special licences / warrants

Although there are no set educational requirements to work as a Purchasing Agent, experience is a valuable prerequisite. Some employers may require a qualification at MQF Level 4 or higher in relevant areas including business, sales and marketing, management or commerce. Training programmes include:

- Advanced Diploma in Marketing (MCAST) (MQF Level 4)
- Diploma in Procurement and Supply (MCAST) (MQF Level 5)
- Diploma in Commerce (University of Malta) (MQF Level 5)
- Bachelor of Arts (Honours) in Business Enterprise (MCAST) (MQF Level 6)

- Bachelor of Commerce (Honours) in Marketing (University of Malta) (MQF Level 6)
- Bachelor of Commerce (Honours) in Management (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Purchasing Agents are expected to have:

- An understanding of the industry the organisation is operating in
- Knowledge of the products and/or services available on the market
- Knowledge of competitors' activities and pricing strategies
- Commercial and business awareness
- Financial skills
- Analytical skills
- The ability to adapt to different client needs

Transferable skills should include:

- Written and verbal communication skills in Maltese and English
- IT skills
- Numerical skills
- Organisational skills
- Problem solving and decision making skills

Occupation Code: 3323

## Purchasing Agent

**Alternative titles:** Retail Buyer, Procurement Officer, Buyer, Purchasing Officer, Supply Officer



A Purchasing Agent works closely with supply chain management and procurement and is typically expected to:

- Build and maintain good relationships with new and existing suppliers
- Understand consumer trends to plan a strategy in line with market requirements
- Review stock levels and order products
- Research new products through product catalogues and listings
- Issue request for tenders and quotations and carry out the evaluation process
- Liaise with Sales Representatives and negotiate prices as well as contract terms and conditions with suppliers
- Keep contract files and use them as reference for the future

### Job description and duties

Purchasing Agents purchase goods for use or resale on behalf of public or commercial organisations operating in various sectors. They are responsible for buying the best quality goods, at the most competitive prices.

# Trade Broker

- Time management skills and the ability to cope with the pressure of demanding targets and tight deadlines
- The ability to work independently and as part of a team
- The ability to persuade, influence, negotiate and network successfully
- The ability to build long-lasting business relationships

## Additional qualities

These may include:

- A results-driven approach
- An entrepreneurial mindset
- Attention to detail
- Business acumen
- Confidence
- Flexibility
- Perseverance

## Related career opportunities

- Commercial Sales Representative
- Contract Officer
- Merchandiser
- Procurement Specialist
- Purchasing Manager
- Sales and Marketing Manager
- Supply Chain Analyst
- Supply Chain Planner
- Warehouse Manager
- Wholesale and Retail Trade Manager

**Alternative titles:** Commodities Broker, Shipping Broker



## Job description and duties

Trade Brokers purchase and sell physical commodities either on behalf of their company or on behalf of commercial clients. Although Trade Brokers may trade in various commodities, such as oil bunkering, construction material, pharmaceuticals and energy commodities, one commonly tends to specialise in a particular area. A Trade Broker is typically expected to:

- Discuss requirements with clients (buyers and sellers)
- Present business opportunities to potential clients
- Provide clients with market intelligence and advice
- Liaise with international suppliers
- Trade on behalf of clients
- Set up and negotiate deals including price and specifications
- Carry out any necessary follow-up after the contract is signed
- Negotiate on freight, shipping and storage fees

## Work environment

Trade Brokers typically work in a fast-paced and demanding environment. Trade Brokers may be required to meet their clients outside their offices and may also be required to travel abroad.

Trade Brokers typically work full-time. One may be required to work additional hours in order to meet deadlines.

## Occupation data

Number of employees (2017)	149
Share of foreigners (2017)	56%
Job Outlook (2018 - 2022)	+41%
Median Pay (per annum)	€21,300

## Entry level education / special licences / warrants

Qualifications may vary depending on the industry one is working in.

A qualification at MQF Level 6 in areas such as Accountancy, Finance, Insurance and Risk Management may be useful to enter this occupation. Training programmes include:

- Bachelor of Commerce (Honours) (University of Malta) (MQF Level 6).

Additionally, employers may in certain cases request technical qualifications related to the area the company is operating in.



# Conference and Event Planner

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Trade Brokers are expected to have:

- The ability to monitor and analyse markets, interpret trends and be on the lookout for opportunities
- The ability to respond to market movements
- Up-to-date knowledge of the latest global and national economic and market developments
- An understanding of accounting
- Analytical skills
- Presentation skills
- Negotiation skills
- Networking skills
- The ability to maintain client confidentiality

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- IT skills
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A client-centred approach
- A goal-oriented approach
- A high level of drive and ambition
- Accuracy
- An ability to see the bigger picture
- An entrepreneurial mindset
- Attention to detail
- Business acumen
- Critical thinking skills
- Flexibility
- Trustworthiness

## Related career opportunities

- Insurance Dealer
- Investment Analyst
- Securities and Finance Dealer/Broker

**Alternative titles:** Events Manager, Events and Corporate Sales Executive, Events Coordinator, Groups and Events Manager, Wedding Planner



## Job description and duties

Conference and Event Planners work in hotels, Destination Management Companies (known as DMCs) or event organising companies. The role involves organising different types of events, such as conferences, parties, weddings and product launches, in a variety of venues. Maintaining good client relationships is essential at all times. A Conference and Event Planner is typically expected to:

- Develop, coordinate, implement and oversee events
- Meet clients and discuss ideas, budgets and timeframes
- Handle event requests and issue quotations
- Provide innovative ideas in relation to the setup and menus
- Be present for the events in order to ensure that operations are running smoothly
- Take a proactive approach to seek new business opportunities and negotiate appropriately

- Act as the first point of contact for the client, liaising with food and beverage staff/catering companies, venue owners, audio-visual and lighting teams, housekeeping and cleaning staff accordingly

## Work environment

Conference and Event Planners usually work in an office and on location (of event). The work is typically on a full-time basis and involves working evenings, weekends and public holidays, depending on the event being organised. Part-time opportunities may also be available. Conference and Event Planners may also opt to work on a self-employed basis.

## Occupation data

Number of employees (2017)	133
Share of foreigners (2017)	32%
Job Outlook (2018 - 2022)	+33%
Median Pay (per annum)	€18,300

## Entry level education / special licences / warrants

Although Conference and Event Planners typically learn on-the-job, a qualification at MQF Level 4 or higher in Hospitality or related areas (e.g. sales, tourism or event management) may be required. Experience in a customer-facing role or project management may also contribute to one entering this occupation.

# Employment Agent

Training programmes include:

- Diploma in Events and Leisure Operations (ITS) (MQF Level 4)
- Higher National Diploma in Events and Leisure Operations (ITS) (MQF Level 5)
- Bachelor in International Hospitality Management (Honours) (ITS) (MQF Level 6)
- Bachelor of Arts (Honours) in Tourism Studies (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer

## Knowledge and skills

Conference and Event Planners are expected to have:

- Knowledge of F&B packages, room rates, promotions and other general product
- Knowledge of venue facilities in Malta
- Knowledge of local culture and history, which may be useful when dealing with foreign clients
- Knowledge of audio-visual services and lighting (where applicable)
- Project management and supervisory skills
- Corporate sales skills
- Negotiation skills
- The ability to deal with difficult client related situations in a calm manner
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English and preferably in other foreign languages
- Customer care skills
- Numeracy skills
- IT Skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A can-do attitude
- A result-oriented approach
- A smart appearance
- Attention to detail
- Business acumen
- Creativity
- Efficiency
- Energetic and ability to multitask
- Flexibility
- Helpful
- Patience
- Persuasive
- Self-motivation

## Related career opportunities

- Conference and Banqueting Manager
- Customer Relations Manager
- Hospitality and Entertainment Manager
- Hospitality Operations Manager
- Sales and Marketing Manager

**Alternative titles:** Recruitment Agent, Recruiter, Placement Officer



## Job description and duties

Employment Agents provide recruitment services and serve as a link between jobseekers and employers. Employment Agents may specialise in a specific industry, such as information and communications technology and financial services.

Although responsibilities will typically vary according to work setting, an Employment Agent is typically expected to:

- Receive vacancies from company and discuss the characteristics required such as qualifications, skills, experience and warrants/licences
- Place advert/s using different media
- Match jobseekers with vacancies
- Contact prospective candidates and discuss current job opportunities
- Provide career advice and guidance to candidates (where applicable)
- Request references and conduct background checks on candidates if necessary
- Organise and participate in interviewing and selection panels

- Evaluate candidates
- Create shortlists of candidates and recommend the candidate/s to the employer
- Follow-up with candidates and employers after the interviewing process
- Negotiate contracts, working conditions and pay packages and ensure that legal requirements are satisfied
- Issue invoice for services provided (where applicable)
- Maintain a good working relationship with companies and jobseekers
- Liaise with HR team members, senior management and the marketing teams on employer branding
- Ensure that candidate data is kept up-to-date
- Ensure that personal data provided by jobseekers and companies is safely stored
- Keep up-to-date with developments in the human resources field
- Attend job fairs

## Work environment

Employment Agents may work with public employment services and private recruitment agencies. Experienced Employment Agents may also opt to work on a freelance basis.

Employment Agents typically work in an office environment and may also be required to attend meetings outside the office. This role involves extensive interaction with clients and one may be required to attend fairs, expos and conferences.



Employment Agents typically work from Monday to Friday during office hours. Working hours are usually up to 40 hours a week.

### Occupation data

Number of employees (2017)	82
Share of foreigners (2017)	50%
Job Outlook (2018 - 2022)	+42%
Median Pay (per annum)	€16,000

### Entry level education / special licences / warrants

To work as an Employment Agent, a qualification at MQF Level 6 or higher in Psychology, Human Resources, Management or other Social Sciences is typically required. Training programmes include:

- Bachelor in Work and Human Resources (Honours) (University of Malta) (MQF Level 6)
- Bachelor of Psychology (Honours) (University of Malta) (MQF Level 6)
- Bachelor of Arts (Honours) in Business Enterprise (MCAST) (MQF Level 6)
- Bachelor of Commerce (Honours) in Management (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

In order for an Employment Agency or an individual to provide an employment service, a licence issued by the Director of Industrial and Employment Relations is required. This licence needs to be renewed on a yearly basis.

### Knowledge and skills

Employment Agents are expected to have:

- An understanding of different industries and requirements
- The ability to understand the needs of clients (company and jobseeker)
- Knowledge of employment legislation and regulations
- Knowledge of the procedures involved in employing non-EU nationals
- Knowledge of different recruitment techniques
- The ability to use social media for recruitment purposes
- An understanding of psychometrics assessment and the ability to administer psychometric tests
- Networking skills and the ability to foster effective working relationships with people at all levels
- Leadership skills and the ability to lead a diverse team
- Research skills
- Interviewing skills
- Influencing and negotiation skills
- The ability to keep up-to-date with current occupational and labour market trends
- The ability to maintain confidentiality
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and English
- IT skills

- Numeracy skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management skills, the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- The ability to work in a multicultural environment
- Leadership skills

### Additional qualities

These may include:

- A result-oriented approach
- A smart appearance
- Analytical
- Assertiveness
- Attention to detail
- Confidence
- Energetic
- Flexibility
- Integrity
- Methodical
- Patience
- Persistence
- Positive attitude
- Proactivity
- Self-motivation

### Related career opportunities

- Careers Advisor
- Human Resources Manager
- Occupational/Organisational Psychologist
- Training and Staff Development Professional

# Real Estate Agent and Property Manager

**Alternative titles:** Sales Agent, Property Consultant



## Job description and duties

Real Estate Agents and Property Managers are responsible for the sale, purchase, rental and lease of real estate and property, usually on behalf of clients. Although duties vary according to the size of the organisation, a Real Estate Agent and Property Manager is typically expected to:

- Reach targets and close deals
- Manage the branch's recruitment and finances
- Search for available property on the market that suits clients' requests
- Advise clients on property options and showcase properties that fit their requests
- Advise buyers on property value
- Seek clients' feedback and evaluate potential improvements to the service provided
- Resolve any client complaints attributed to the branch's services
- Liaise with head office on a variety of matters such as policies and procedures, recruitment, training and development, targets and more
- Draw up leasing agreements (where applicable)

- Arrange for the signing of lease agreements and transfer of property rights
- Update property listings and create 3D renders
- Liaise with both property contractors, buyers and sellers

Though less common, Real Estate Agents and Property Managers may also:

- Collect rent on behalf of owners and inspect properties before, during and after tenancies
- Coordinate any maintenance required for properties they manage

## Work environment

Real Estate Agents and Property Managers typically meet clients on a daily basis, including outside the office.

Real Estate Agents and Property Managers typically work on a full-time basis. They may work on flexible hours from Monday to Sunday, according to demand.

## Occupation data

Number of employees (2017)	155
Share of foreigners (2017)	21%
Job Outlook (2018 - 2022)	+25%
Median Pay (per annum)	€11,500

## Entry level education / special licences / warrants

Although there are no specific educational requirements, a qualification at MQF Level 3 in Business or related subjects may be beneficial.

Training programmes include:

- Diploma in Business (MCAST) (MQF Level 3)
- Award in Real Estate Tourism (ITS) (MQF Level 5)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Real Estate Agents and Property Managers are expected to have:

- Knowledge of the local property industry and laws
- Knowledge of competitors' activities and pricing strategies
- Knowledge of sales and marketing
- An understanding of business accounting and finance
- The ability to adhere to the organisation's brand standards
- Business development skills
- Networking skills
- Persuasion and negotiation skills
- The ability to maintain client confidentiality
- The ability to evaluate property

Transferable skills should include:

- Interpersonal skills
- Verbal and written communication skills in English and preferably Maltese
- IT skills
- Customer care skills
- Organisational and planning skills
- Time management skills and the ability to cope with the pressure of demanding targets
- Analytical, problem solving and decision making skills
- Leadership skills and the ability to motivate and coach team members
- The ability to work independently and as part of a team
- The ability to build long-lasting relationships

## Additional qualities

These may include:

- A high level of motivation, ambition and drive
- A proactive attitude
- Accountability
- An entrepreneurial mindset
- Attention to detail
- Diligence
- Money management skills
- Persistence
- Presentation skills
- Self-motivation
- The ability to be creative and innovate

## Related career opportunities

- Commercial Sales Representative
- Sales and Marketing Manager
- Sales Manager



# Office Coordinator

**Alternative titles:** Administrative Supervisor, Office Supervisor, Clerical Supervisor



## Job description and duties

Office Coordinators oversee the various administrative functions within an office environment to ensure that operations run smoothly and efficiently. An Office Coordinator is typically expected to:

- Supervise a team of administrative and clerical staff
- Supervise tasks, activities and projects implemented by departmental staff
- Develop and implement effective administrative systems and procedures
- Record relevant expenditure
- Prepare and submit reports
- Organise and coordinate meetings, information sessions and/or seminars
- Coordinate the purchase and distribution of supplies and office equipment
- Assist in the coordination of training
- Deal with complaints in an effective and efficient manner
- Liaise with staff from other departments, external clients and suppliers

- Participate in the staff recruitment process and induction training for new employees
- Participate in performance appraisal processes

## Work environment

Office Coordinators are employed across a wide variety of sectors. The work is typically office-based and this role involves interacting extensively with staff. In the case of organisations operating out of multiple offices, Office Coordinators may be required to commute between multiple sites on a regular basis.

Office Coordinators typically work full-time. Overtime may be required in order to meet tight deadlines or during periods of exceptional activity.

## Occupation data

Number of employees (2017)	1,536
Share of foreigners (2017)	24%
Job Outlook (2018 - 2022)	+27%
Median Pay (per annum)	€19,000

## Entry level education / special licences / warrants

To work as an Office Coordinator, a qualification at MQF Level 4 or higher is typically required. Training programmes may include:

- Advanced Diploma in Business Administration (MCAST) (MQF Level 4)

- Higher Diploma in Administration and Management (University of Malta) (MQF Level 5)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

Some employers may request experience in other administrative roles rather than formal qualifications.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Office Coordinators are expected to have:

- Knowledge of administrative and clerical procedures and systems
- The ability to use and maintain office equipment
- Supervisory skills
- Analytical skills
- Project management skills
- The ability to resolve conflicts
- Knowledge of health and safety procedures
- Leadership skills

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills

- Organisational and planning skills
- Problem solving skills and the ability to take timely decisions
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A methodical approach to work
- A proactive mindset
- A sense of initiative
- Accuracy
- Assertiveness
- Attention to detail
- Diligence
- Efficiency
- Flexibility
- High motivation levels
- Meticulousness
- Patience
- Reliability
- Trustworthiness

## Related career opportunities

- Administrative Officer
- Branch Manager
- Operations Manager
- Project Manager
- Supply Chain / Logistics Officer
- Support and Administrative Services Officer

# Personal Assistant (PA) and Administrative Secretary

**Alternative titles:** Administrative and Executive Secretary, Administrative Assistant, Support and Administrative Services Officer



- File, scan, print and copy documents and other paperwork
- Produce documentation including reports
- Prepare presentations
- Look after visitors
- Carry out other administrative tasks such as formatting documents, managing databases and creating spreadsheets and project work as required

## Work environment

Personal Assistants and Administrative Secretaries are required in both private and public organisations operating across all sectors. The work is typically office-based and this role involves interacting extensively with clients and staff.

Personal Assistants and Administrative Secretaries typically work on a full-time basis. Part-time work may also be available. Overtime may be required in order to meet tight deadlines or during periods of exceptional activity.

## Occupation data

Number of employees (2017)	1,491
Share of foreigners (2017)	13%
Job Outlook (2018 - 2022)	+24%
Median Pay (per annum)	€18,100

## Job description and duties

Personal Assistants and Administrative Secretaries provide organisational support to senior staff members, including managers and professionals. A Personal Assistant and Administrative Secretary is typically expected to:

- Organise meetings and plan schedules, calendars and appointments, including any required travel arrangements
- Provide support in the organisation of information sessions, seminars and conferences
- Take minutes during meetings and provide attendees with a copy of the minutes
- Liaise with staff and clients and manage an administration team
- Supervise the work of clerical staff
- Provide support in the preparation of budgets, monitoring of expenses and preparation of invoices
- Handle correspondence and screen telephone calls

## Entry level education / special licences / warrants

To work as a Personal Assistant and Administrative Secretary, a qualification at MQF Level 4 is typically required. Training programmes may include:

- Advanced Diploma in Business Administration (MCAST) (MQF Level 4)
- Advanced Diploma in Administrative and Secretarial Studies (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Personal Assistants and Administrative Secretaries are expected to have:

- Knowledge of administrative and clerical procedures and systems
- The ability to use and maintain office equipment
- Minute taking skills
- Telephone skills
- The ability to maintain confidentiality

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and/or English

- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving skills and the ability to take timely decisions
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A calm disposition
- A methodical approach to work
- A proactive mindset
- A sense of initiative
- Accuracy
- Assertiveness
- Attention to detail
- Diligence
- Efficiency
- Meticulousness
- Patience
- Tact and discretion
- Trustworthiness

## Related career opportunities

- General Office Clerk
- Office Coordinator
- Office Manager
- Support and Administrative Services Officer



# Administrative Officer



## Job description and duties

Administrative Officers are responsible for running office related tasks. An Administrative Officer is typically expected to:

- Organise a filing system for important and confidential company documents
- Prepare and submit reports
- Answer telephone calls
- Assist in the organisation of training activities
- Maintain and update company's databases
- Manage office supplies stock and place orders
- Maintain the smooth running of office facilities and equipment
- Ensure the effective communication with clients through ongoing correspondence
- Coordinate company events

## Work environment

Administrative Officers are required in both private and public organisations operating across all sectors. Although the work is office-based, Administrative Officers may be required to attend meetings outside the office.

Administrative Officers typically work on a full-time basis, from Monday to Friday. Working overtime might be required in order to meet certain tight deadlines.

## Occupation data

Number of employees (2017)	3,879
Share of foreigners (2017)	13%
Job Outlook (2018 - 2022)	+25%
Median Pay (per annum)	€20,400

## Entry level education / special licences / warrants

To work as an Administrative Officer, a qualification at MQF Level 4 or higher in Management, Business or other area related to the operations of the organisation is typically required. Training programmes include:

- Advanced Diploma in Business Administration (MCAST) (MQF Level 4)
- Higher Diploma in Administration and Management (University of Malta) (MQF Level 5)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Administrative Officers are expected to have:

- Expertise in the sector the organisation is operating in
- Knowledge of the internal company procedures
- Analytical skills
- Project management skills
- Leadership skills

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Attention to detail
- Accuracy
- Diligence
- A practical approach to work
- Reliability
- Meticulousness
- Patience
- Trustworthiness

## Related career opportunities

- Administration Assistant
- Human Resources Manager
- Office Coordinator
- Personal Assistant (PA) and Administrative Secretary

# Customs and Border Inspector

**Alternative titles:** Customs Officer, Border Control Officer, Frontier Control Inspector, Immigration Officer, Passport Checking Officer



## Job description and duties

Customs and Border Inspectors check persons and vehicles for prohibited goods at border points to ensure that government rules and regulations concerning import or export are adhered to. A Customs and Border Inspector is typically expected to:

- Check travel documents of persons crossing borders to ensure that they have the necessary authorization
- Patrol national borders and coastal waters to prevent illegal entry or exit from the country and to stop the illegal import or export of currency or goods
- Perform customs formalities such as checking of parcels
- Check goods based on description provided by customer
- Collect transport documents
- Complete formalities for transport service
- Check international freight transport documents

- Inform customers about formalities on international freight
- Keep files on cargo storage, customs declarations, maritime consignments and transit export and import goods
- Track down illegal and fraudulent cross-border trade activities
- Perform inquiries with the foreign authorities concerned
- Seize smuggled goods and detain persons found to be in violation of immigration and custom laws
- Board vessels/airplanes and monitor the cargo until the vessel's/airplane's departure

## Work environment

Customs and Border Inspectors typically work on a full-time basis. Work may be on shift basis and one is expected to work on public holidays and during weekends.

Customs and Border Inspectors are typically based at airports, seaports and any other border areas. They are occasionally required to go to court to testify on what they have seen at border control.

## Occupation data

Number of employees (2017)	79
Share of foreigners (2017)	3%
Job Outlook (2018 - 2022)	+17%
Median Pay (per annum)	€16,200

## Entry level education / special licences / warrants

To work as a Customs and Border Inspector, individuals require:

- A qualification at MQF Level 5
- 5 years experience within a Scale 10 job as a Public Officer

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Customs and Border Inspectors are expected to have:

- Knowledge of relevant government rules and regulations
- Understanding of transport documentation needed at customs and border control
- Knowledge of how to perform inquiries with foreign authorities
- Knowledge of when to investigate cases and activities
- Understanding of all the necessary paperwork that needs to be kept on cargo storage and customs declarations

Transferable skills should include:

- Interpersonal Skills
- Written communication skills in Maltese and English
- The ability to follow instructions
- Numeracy skills
- Customer service skills

- Organisational and planning skills
- Time management skills and the ability to work under pressure
- Problem solving and decision making skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A sense of discipline
- Alertness
- Assertiveness
- Attention to detail
- Diligence
- Patience
- The ability to keep calm in challenging situations

## Related career opportunities

- Community Officer
- Police Force Constable
- Police Officer
- Prison Guard
- Security Guard



# Compliance Inspector

**Alternative title:** Inspector



## Job description and duties

Compliance Inspectors generally enforce relevant government rules and regulations relating to various sectors and investigate facts related to compliance and/or infringements. A Compliance Inspector is typically expected to:

- Carry out inspections/visits
- Handle the administration, including written reports and correspondence related to enforcement activity and perform follow-up of control reports, visit reports and official police reports
- Interview complainants and witnesses and provide recommendations for resolution
- Investigate and assess any infringements and take necessary measures, keeping in mind legal obligations
- Issue administrative fines in accordance to the respective legislation
- Prepare evidence in support of legal actions taken by the entity and testify at hearings and in court proceedings
- Keep abreast with changes in legislation
- Assist and cooperate with other local law enforcement officers as needed

## Work environment

Compliance Inspectors may work in a variety of inspectorates and compliance units/ departments within the public service.

Compliance Inspectors generally work 40 hours a week from Monday to Friday. However, due to the nature of their work, Compliance Inspectors may be required to work outside typical working hours and may include weekends and public holidays. In addition to carrying out office related tasks, Compliance Inspectors are often required to visit various sites to carry out assessments, inspections and/or visits.

## Occupation data

Number of employees (2017)	78
Share of foreigners (2017)	4%
Job Outlook (2018 - 2022)	+19%
Median Pay (per annum)	€22,300

## Entry level education / special licences / warrants

To work as a Compliance Inspector, one should:

- Be in possession of a qualification at MQF Level 5 or higher **or**
- Already be a Public Officer (Scale 15 or above) whose appointment in such scale has been confirmed, **or**
- Be a Public Sector employee performing duties in the Public Service with 3 years relevant work experience and possession of

- a SEC/'O' Level at MQF Level 3 in Maltese, English and Mathematics
- A clean Police Conduct Certificate

A valid driving licence is also typically required.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Compliance Inspectors are expected to have:

- The ability to understand and interpret technical reports (control report, visit reports and/or police reports)
- Report writing skills
- Understanding of civil legislation
- Knowledge of government policies in adherence to civil legislation
- The ability to be impartial
- The ability to keep updated with regards to changes in policies, procedures and regulations
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal Skills
- Written and verbal communication skills in Maltese and/or English
- IT Skills
- Numeracy skills

- Customer service skills
- Organisational and planning skills
- Time management skills and the ability to work under pressure
- Problem solving and decision making skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A sense of discipline
- Accuracy
- Alertness
- Assertiveness
- Attention to detail
- Diligence
- Efficiency
- Flexibility
- Honesty
- Integrity
- Patience
- Persistence
- Punctual
- The ability to be discreet
- The ability to keep calm in challenging situations

## Related career opportunities

- Customs and Border Inspector
- Environmental and Occupational Health Inspector
- Gaming Inspector

# Legal and Related Associate Professional

**Alternative titles:** Legal Assistant, Legal Procurator



## Job description and duties

Legal and Related Associate Professionals support Lawyers in their work by carrying out a number of tasks of a substantive legal and administrative nature. Legal and Related Associate Professionals may specialise in certain legal areas such as criminal law, family law and commercial law, among others. A Legal and Related Associate Professional is typically expected to:

- Assist in conducting legal research on a case and the relevant legislation associated with it
- Assist in gathering information and evidence about a court case and write up reports to help summarise findings for Lawyers
- Document court proceedings and judgements
- Organise legal documents in physical or electronic filing systems
- Maintain a database system of documents, emails and other data
- Maintain correspondence with clients, witnesses and other Lawyers and hold interviews if required, under the supervision of a Lawyer

- Review trial transcripts
- Assist Lawyers in court by displaying exhibits and taking notes
- Keep up-to-date on new laws and changes in regulations

## Work environment

Legal and Related Associate Professionals are employed by commercial organisations operating across various sectors such as iGaming, financial services, banking and insurance. Opportunities are also available in the public sector and non-profit sector. Legal and Related Associate Professionals usually work in an office environment. Attending court sittings to assist in litigation is typically required.

Legal and Related Associate Professionals typically work on a full-time basis. Part-time opportunities may also be available. Working overtime and during weekends may be expected in cases of tight deadlines.

## Occupation data

Number of employees (2017)	306
Share of foreigners (2017)	22%
Job Outlook (2018 - 2022)	+30%
Median Pay (per annum)	€23,600

## Entry level education / special licences / warrants

To work as a Legal and Related Associate Professional, a qualification at MQF Level 5 or higher in Law is typically required. Training programmes include:

- Diploma in Laws of Procedure (University of Malta) (MQF Level 5)
- Bachelor of Laws (Honours) (University of Malta) (MQF Level 6)

Other training programmes for Legal Procurator includes:

- Diploma of Legal Procurator (University of Malta) (MQF Level 5)

Legal Procurators must also be in a possession of a warrant.

Typically, employers look for Law graduates or newly warranted Lawyers to perform the tasks of this role as a transition period for their eventual profession as a Lawyer.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

## Knowledge and skills

Legal and Related Associate Professionals areas are expected to have:

- An understanding of the workings of courts and legal procedures
- Knowledge of national laws and the relevant international legislation
- The ability to understand complex language and terminology
- Analytical and interpretive skills
- Legal research skills and writing skills
- The ability to maintain confidentiality

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and English
- IT skills
- Organisational and planning skills
- Problem solving and the ability to take decisions on the spot
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Accuracy
- Attention to detail
- Critical thinking skills
- Diligence
- Flexibility
- Focused
- Inquisitiveness
- Methodical
- Trustworthiness

## Related career opportunities

- Corporate Services Officer
- Court Clerk
- Lawyer
- Legal and Compliance Assistant
- Legal Researcher
- Notary Public



# Athlete and Sports Player

**Alternative titles:** Sports Professional, Basketball Player, Cyclist, Footballer, Tennis Player, Water Polo Player



## Job description and duties

Athletes and Sports Players take part in competitive sporting events which may be individual or team-based. Although tasks will vary, an Athlete and Sports Player is typically expected to:

- Follow the rules and guidelines of the sport
- Achieve peak performance
- Keep updated on rule changes
- Follow directions and advice provided by their Sports Coach, Nutritionists and other specialists
- Discuss strategies with the Sports Coach and other teammates
- Assess performance and identify areas of improvement
- Ensure that sports equipment is in good working condition (where applicable)
- Attend physical training sessions on a regular basis
- Raise public awareness on the sports discipline practiced by participating in media interviews and giving talks

- Participate in fundraising activities organised by the sporting club or association

## Work environment

Athletes and Sports Players are typically employed by sports clubs and associations. The work environment will vary depending on the sport being practiced and may involve indoor or outdoor environments or a combination of both.

Opportunities for full-time employment in the sports sector are rather limited and very few Athletes and Sports Players work on a professional basis. Most Athletes and Sports Players work on a part-time or voluntary basis.

Working during evenings and weekends is typically required. Occasional travel for competitions, conferences and seminars may also be required.

## Occupation data

Number of employees (2017)	311
Share of foreigners (2017)	67%
Job Outlook (2018 - 2022)	+23%
Median Pay (per annum)	€11,200

## Entry level education / special licences / warrants

An Athlete and Sports Player would typically have been exposed to a specific sport from a young age by joining a sports club or association. Athletic talent, experience and a

sustained commitment to the sport are typically what makes a Player stand out in this field.

Few Athletes and Sports Players progress from amateur status to professional status. Professional Athletes typically have a short career, although this depends on the physical demands of the particular sport.

## Knowledge and skills

Athletes and Sports Players are expected to have:

- Technical and tactical knowledge of the sport practiced
- Knowledge of the rules of the sport
- An understanding of the strategies involved
- The ability to understand competitors' game strategies and determine strengths and weaknesses
- The ability to remain updated with regards to technical and tactical advancements
- The ability to assess a situation in a quick manner
- The ability to sustain a high level of concentration
- The ability to be mentally alert and decisive

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure
- The ability to work independently and as part of a team
- Leadership skills

## Additional qualities

These may include:

- A competitive attitude
- A passion for sports
- Ambition
- Commitment
- Dedication
- Determination
- Drive
- Enthusiasm
- Flexibility
- Mental toughness
- Patience
- Self-discipline
- Stamina and overall physical fitness
- Willingness to learn and accept criticism

## Related career opportunities

- Fitness, Recreation Instructor and Programme Leader
- PE Teacher
- Sport Development Officer
- Sport Facility Manager
- Sport Science Professional
- Sports Coach and Instructor

# Sports Coach, Instructor and Official

**Alternative titles:** Sports Official, Umpire/Referee, Swimming Instructor



## Job description and duties

Sports Coaches, Instructors and Officials work with amateur and professional sportspersons to enhance performance and encourage greater participation in sport, and organise and officiate in sporting events according to established rules.

Sports Coaches and Instructors prepare professional Athletes or recreational members participating in sporting activities to achieve their personal targets. Although the duties of Sports Coaches and Instructors will vary according to the setting, a Sports Coach and Instructor is typically expected to:

- Plan, organise and deliver practical and/or theoretical training sessions
- Encourage, motivate and prepare Athletes for their respective competitions
- Adapt physical and mental training programmes according to Athletes' age, physical development and level of skill
- Constantly evaluate Athletes' performance
- Demonstrate appropriate use of equipment and ensure Athletes use the equipment in

an appropriate and safe manner (where necessary)

- Store training equipment after use
- Instruct Athletes on sport/game rules and techniques
- Safeguard and educate Athletes against the use of illicit sporting activities, such as doping and/or match fixing
- Keep updated records of individual Athletes and teams
- Work in close collaboration with other Sports Coaches, Instructors and Officials
- Offer the opportunity for Athletes to participate in competitive competitions, appropriate to the Athletes age group, development stage and/or skill level
- Safeguard the Athletes' health and respect ethical and legal obligations
- Maintain regular contact and provide feedback to the Athletes' parents or guardians (where applicable)

Sports Officials, including Umpires and Referees, preside over sporting and athletic games, competitions and events. Sports Officials are responsible for upholding standards of play. A Sports Official is typically expected to:

- Enforce the rules of the game
- Run and sprint during the game (depending on the sport)
- Communicate with other Sports Officials during the game
- Indicate to Players whether they can start playing and halt play when required
- Notice and indicate infractions to Players and other Sports Officials (where applicable)

- Deal with objections by Players and Coaches and intervene in any disputes
- Keep track of time during the game and halt play when the allocated time has elapsed
- Decide on and allocate extra time (where applicable)
- Indicate the winner of the game
- Draft match reports after the game and report on any irregularities to the respective body
- Attend physical training sessions on a regular basis
- Keep updated on rule changes

## Work environment

Sports Coaches, Instructors and Officials are typically employed in the education and recreation sectors. The work environment will vary depending on the sport, discipline or recreational activity being carried out and may involve indoor environments, outdoor environments or a combination of both. Common work settings include sporting clubs and associations, government agencies, educational institutions and other specialised settings.

Sports Coaches, Instructors and Officials typically work on part-time basis and may also occasionally work on a voluntary basis. Opportunities for full-time employment in the sports sector are rather limited. Working during evenings and weekends is typically required. Occasional travel to competitions, conferences and seminars may also be required.

## Occupation data

Number of employees (2017)	279
Share of foreigners (2017)	22%
Job Outlook (2018 - 2022)	+25%
Median Pay (per annum)	€17,500

## Entry level education / special licences / warrants

To work as a Sports Coach, Instructor and Official, one would typically require previous experience or exposure in the sports industry. Additionally, depending on the context, a formal qualification in sport and/or coaching may be required. Training programmes include:

- Diploma in Sport (MCAST) (MQF Level 3)
- Advanced Diploma in Sport (Development, Coaching and Fitness) (MCAST) (MQF Level 4)
- Pre-Tertiary Certificate in the Foundations of Coaching (University of Malta) (MQF Level 4)
- Bachelor of Science (Honours) in Sport, Exercise and Health (MCAST) (MQF Level 6)
- Bachelor of Science (Honours) in Sport and Physical Activity (University of Malta) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

Finally, a Sports Coach, Instructor and Official may also require a necessary qualification via the national body overseeing the governance of a particular sport in Malta. Sports Coaches, Instructors and Officials wishing to work in football need to be in possession of the certificates awarded by the Malta Football Association (MFA).



# Fitness and Recreation Instructor and Programme Leader

## Knowledge and skills

Sports Coaches and Instructors are expected to have:

- Technical and tactical knowledge of at least one sport discipline
- The ability to plan both practical and theoretical sessions
- The ability to look after equipment and ensure athletes use it correctly
- The ability to properly plan and assess an Athlete's development path
- The ability to safeguard Athletes from potential injuries
- The ability to monitor competitors' game strategies, strengths and weaknesses
- The ability to plan competition strategies
- Knowledge of physical and psychological techniques and tactics
- The ability to remain updated with regards to technical and tactical advancements
- The ability to work under pressure from various stakeholders such as parents, committees etc.
- Knowledge of basic First Aid

Sports Officials are expected to have:

- An understanding of the sport being officiated
- Knowledge of the rules of the sport being officiated
- Negotiation skills and the ability to deal with conflict
- An impartial and fair approach
- The ability to assess a situation in a quick manner
- The ability to be mentally alert and decisive

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English

- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- Leadership skills

## Additional qualities

These may include:

- A passion for sports
- A positive attitude
- Assertiveness
- Charisma
- Commitment
- Empathy
- Enthusiasm
- Flexibility
- Mental toughness
- Patience
- Physical fitness
- Strong willed
- The ability to maintain order and discipline
- Willingness to learn and accept criticism

## Related career opportunities

- Fitness Instructor
- PE Teacher
- Sport Development Officer
- Sport Facility Manager
- Sport Science Professional

**Alternative titles:** Aerobics Instructor, Group Fitness Instructor, Personal Trainer, Pilates Instructor, Outdoor/Trekking Guide, Underwater Diving Instructor



## Job description and duties

Fitness and Recreation Instructors and Programme Leaders plan, organise and lead recreational and fitness activities. Although duties will vary according to the work setting, a Fitness and Recreation Instructor and Programme Leader is typically expected to:

- Discuss and set fitness goals with clients
- Assess clients' needs and design tailor-made programmes
- Explain and show body movements, exercises and training routines
- Adapt training programmes according to clients' age, physical state and level of skill
- Inspect equipment and ensure it is in working order
- Demonstrate appropriate use of equipment and ensure clients use the equipment in an appropriate and safe manner (where applicable)
- Provide clients with information on a range of issues, including nutrition and weight control (where applicable)

- Monitor clients' progress and maintain customer records (where applicable)
- Encourage and motivate clients
- Liaise with Sports and/or health professionals (where applicable)
- Provide first aid assistance during emergencies

## Work environment

Fitness and Recreation Instructors and Programme Leaders are typically employed in the recreation sector. The work environment will vary depending on the fitness or recreational activity being carried out and may involve indoor or outdoor environments or a combination of both. Common work settings include hotels, fitness and leisure centers, health clubs and sports clubs, hospitals, residential homes as well as clients' private residences. Self-employment is relatively common for Fitness and Recreation Instructors and Programme Leaders.

Fitness and Recreation Instructors and Programme Leaders may work on a full-time and part-time basis. One may be required to work on shift basis. Working on weekends may also be required.

## Occupation data

Number of employees (2017)	151
Share of foreigners (2017)	53%
Job Outlook (2018 - 2022)	+32%
Median Pay (per annum)	€11,800

### Entry level education / special licences / warrants

Fitness and Recreation Instructors and Programme Leaders typically require a formal qualification in fitness and/or sport. Type of certification will depend on the field of interest. Training programmes include:

- Diploma in Sport (MCAST) (MQF Level 3)
- Advanced Diploma in Sport (Development, Coaching and Fitness (MCAST) (MQF Level 4)
- Bachelor of Science (Honours) in Sport, Exercise and Health (MCAST) (MQF Level 6)
- Bachelor of Science (Honours) in Sport and Physical Activity (University of Malta (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

First Aid Certification is typically required.

### Knowledge and skills

Fitness and Recreation Instructors and Programme Leaders are expected to have:

- An understanding of anatomy and physiology
- Knowledge of fitness training and the ability to create training programmes
- Knowledge of nutrition principles (where applicable)
- The ability to plan individual and group training sessions

- The ability to explain in a clear manner
- The ability to work with people of all ages and different skill levels
- The ability to safeguard clients from potential injuries
- Marketing, sales and business skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- IT skills
- Customer care skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- Leadership skills

### Additional qualities

These may include:

- A passion for fitness
- A positive attitude
- Attention to detail
- Dedication
- Discipline
- Enthusiasm
- Flexibility
- Patience
- Stamina and physical fitness
- Trustworthiness

### Related career opportunities

- Athlete and Sport Player
- Fitness and Leisure Centre Coordinator
- Fitness Centre Manager
- Fitness Centre Owner
- Sport Development Officer
- Sport Science Professional
- Sports Coach, Instructor and Official

Occupation Code: 3431

## Photographer

**Alternative titles:** Commercial Photographer, Fashion Photographer, Industrial Photographer, Photo Journalist



### Job description and duties

Photographers create visual images for a wide range of creative, technical and documentary purposes. Ideally a Photographer would specialise in one particular area of photography; however, many are able to use various photographic techniques in multiple genres such as weddings, family and baby photoshoots, fashion, food, architecture, landscape, sports and wildlife. A Photographer is typically expected to:

- Discuss a project with the client
- Agree on a suitable project brief
- Find and prepare the appropriate location for the photo session

- Choose the correct equipment and ensure that it is functioning properly
- Set up lighting
- Take photographs
- Make clients feel at ease during the photoshoot
- Digitally edit and process the images
- Choose the best set of images for the client
- Prepare proofs for approval by the client
- Develop a good portfolio
- Illustrate research findings through photography (visual ethnography)
- Compile finished products for sale, such as photo albums, photograph collages and framed prints
- Liaise with other professionals in similar areas such as Graphic Designers, Illustrators, Writers and Gallery Managers
- Issue invoices and handle client's payment

### Work environment

Photographers can work for companies and individual clients, typically on a full-time basis. Photographers may also opt to work on a freelance and/or part-time basis. In most cases, working hours are seasonal, long and



unpredictable. These depend on the client's requirements and demands, as well as on the type of photography.

The typical work environment will depend on the nature of the job. Sports and Event Photographers are sometimes expected to work weekends and evenings to cover fixtures and events, while Wedding Photographers can expect a huge workload during the peak wedding seasons. However, a Photographer may opt to work solely in a studio setting. Freelance Photographers may have periods of working at maximum capacity followed by periods of little or no work.

### Occupation data

Number of employees (2017)	98
Share of foreigners (2017)	30%
Job Outlook (2018 - 2022)	+30%
Median Pay (per annum)	€17,100

### Entry level education / special licences / warrants

To work as a Photographer, one would usually need experience and a portfolio of their work. Although Photographers are usually not required to have any formal qualifications, a qualification in Photography or a related area may be considered an asset. Training programmes include:

- Advanced Diploma in Photography (MCAST) (MQF Level 4)
- Bachelor of Arts (Honours) in Photography (MCAST) (MQF Level 6)
- Bachelor of Communications (Honours) (University of Malta) (MQF Level 6)
- Bachelor of Fine Arts (Honours) in Digital Arts (University of Malta) (MQF Level 6)

Part-time courses include:

- Photography – Introduction (MCAST)
- Photography – Intermediate (MCAST)
- Digital Photography and Basic Photoshop Editing (MCAST)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Photographers are expected to have:

- Knowledge of industry standard photo editing software such as Adobe Photoshop and Adobe Lightroom
- Marketing skills
- Knowledge of industry specific hardware such as cameras, lighting, camera lenses and laser printers and the ability to use them
- The ability to compose and shoot the pictures
- An understanding of photography jargon such as ISO, exposure and focal length
- The ability to understand and interpret the client's needs
- Knowledge of price setting and current market rates

Transferable skills should include:

- Communication and interpersonal skills
- Numeracy skills
- IT skills
- Customer care skills
- Budgeting skills (particularly for freelancers)
- Organisational and planning skills

- Time management skills and the ability to work under pressure and adhere to tight deadlines
- Problem solving and decision making skills
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- A meticulous manner
- A sense of initiative
- Accuracy
- Attention to detail
- Creativity
- Flexibility
- Patience
- Physical stamina

### Related career opportunities

- Art Editor
- Audio-Visual Editor
- Creative Designer
- Video Camera Operator
- Visual Artist

# Interior and Commercial Designer and Decorator

**Alternative title:** Interior Designer



## Job description and duties

Interior and Commercial Designers and Decorators plan and supervise the design and decoration of the interior and exterior of domestic and commercial buildings. An Interior and Commercial Designer and Decorator works closely with clients and is typically expected to:

- Understand client requirements and/or ideas and develop them based on further research
- Prepare initial sketches, sometimes by hand or through specialised computer software programmes
- Present mood boards or samples to clients with an estimated budget
- Source all the materials, products and suppliers required for the job and liaise with third parties accordingly
- Prepare detailed working drawings, designs, plans, models and schemes using Computer-Aided Design software (CAD)
- Carry out renovation of spaces, furnishings, fixtures and fittings, lighting and colour schemes
- Manage the works during which one is required to act as the first point of contact

for the workers and suppliers, supervise the workers throughout the project, and prepare regular updates on project developments

- Liaise with builders and other third party suppliers

If an Interior and Commercial Designer and Decorator is a *Perit*, this professional can also assume responsibility for the design, construction and building works, including architecture and civil and structural engineering.

## Work environment

Interior and Commercial Designers and Decorators may be employed by architecture and design firms or may work on a self-employed basis. Interior and Commercial Designers and Decorators typically work on a full-time basis. The work is studio or office-based and on-site visits are frequently required. In both cases, working hours may vary depending on the project deadlines and therefore longer working hours may be required from time to time.

## Occupation data

Number of employees (2017)	296
Share of foreigners (2017)	25%
Job Outlook (2018 - 2022)	+25%
Median Pay (per annum)	€18,100

## Entry level education / special licences / warrants

To work as an Interior and Commercial Designer and Decorator, one would usually require a qualification in a design related subject which supports an individual in developing their artistic skills further. Full-time training programmes include:

- Advanced Diploma in Art and Design (MCAST) (MQF Level 4)
- Bachelor of Arts (Honours) in Spatial Design (MCAST) (MQF Level 6)

Part-time/short courses include:

- AutoCAD 3D (MCAST)
- AutoCAD 2D (MCAST)
- Interior Design and Decoration I and II (MCAST)

Additionally, one can also obtain an Architecture qualification (MQF Level 6) through the University of Malta. While a degree is not usually a pre-entry requirement for a career in design and decoration, it is common practice for Interior and Commercial Designers and Decorators to hold an MQF Level 6 qualification.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Interior and Commercial Designers and Decorators are expected to have:

- Knowledge of design techniques, tools and principles involved in production of precision technical plans, blueprints, drawings and models
- Knowledge of Computer-Aided Design software (CAD)
- Architectural and wider construction knowledge
- Proficiency in drawing, including perspective drawing and spatial awareness
- Knowledge of building and safety regulations
- The ability to write briefs, promote and explain ideas
- Networking skills and the ability to build relationships with clients and suppliers
- Project management skills
- Financial skills, especially the ability to work out costs and keep to set budgets
- Business and marketing skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team



### Additional qualities

These may include:

- A passion for art and design
- Accuracy
- An artistic orientation
- Attention to detail
- Creativity
- Flexibility

### Related career opportunities

- Draughtsperson
- Graphic Designer
- Landscape Designer
- *Perit*
- Set Designer
- Visual Merchandiser

# Chef

Occupation Code: 3434

**Alternative titles:** Executive Chef, Head Chef, Sous Chef, Chef de Partie, Station Chef, Commis Chef, Chef Patron



### Job description and duties

Chefs are responsible for preparing and cooking food and creating new dishes. They may be assigned to one or more cooking stations. The responsibilities of a Chef depend on the work setting, size of the kitchen, experience and on his/her role in the kitchen. Although tasks will vary according to rank, a Chef would typically be expected to:

- Instruct other kitchen staff, including Cooks and Kitchen Assistants, in food preparation and cooking
- Prepare, cook and present food according to

- established standards in a timely manner
- Ensure consistent quality and portion size
- Liaise with and assist other Chefs as required
- Communicate with waiting staff
- Maintain and inspect kitchen equipment
- Ensure that preparation and cooking areas are kept clean
- Ensure customer satisfaction
- Come up with menu and recipe ideas
- Manage stock levels
- Ensure compliance with Hazard Analysis and Critical Control Point (HACCP) regulations and sanitary requirements

There are various ranks of Chefs including:

- Executive Chef or Head Chef is responsible for managing the kitchen staff, culinary activities and budgeting
- Sous Chef is second in line to the Executive Chef or Head Chef and has a supervisory role

- Chef de Partie or Station Chef is in charge of a particular station or production line in the kitchen
- Commis Chef is responsible for preparing and cooking food under supervision to be used by other chefs

### Work environment

Chefs work in a variety of settings, including hotels, restaurants, snack bars, cafes' and other entertainment venues (such as weddings and cruise liners). Self-employed Chefs (Chef Patron) usually run their own restaurant.

Chefs are typically employed on a full-time basis. Chefs work different hours each week, depending on the number of customers and the nature of the business. However, typically Chefs work shifts including daytime, evenings, weekends and public holidays. If based in an accommodation establishment, Chefs may be required to work also during the morning during breakfast service.

### Occupation data

Number of employees (2017)	2,617
Share of foreigners (2017)	40%
Job Outlook (2018 - 2022)	+12%
Median Pay (per annum)	€14,100

### Entry level education / special licences / warrants

To work as a Chef, one needs to be in possession of a Food Handling Licence, a Food Hygiene Certificate and an HACCP certificate. In addition to work experience, a qualification at MQF Level 5 or higher is typically required. Training programmes include:

- Master Chef Diploma (University of Malta) (MQF Level 5)

- Higher National Diploma in Food Preparation and Production Management (ITS) (MQF Level 5)
- Bachelor in Culinary Arts (Honours) (ITS) (MQF Level 6)
- Bachelor in Gastronomy (Honours) (ITS) (MQF Level 6)

Employers might require additional work-related experience depending on the occupation.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is typically offered by the employer to Chefs below the rank of Sous Chef.

### Knowledge and skills

Chefs are expected to have:

- Knowledge of culinary equipment and tools
- Knowledge of food preparation techniques
- Knowledge of culinary procedures and practices of different cuisines
- Knowledge of raw materials and ingredients
- Knowledge of trends in the cuisine marketplace
- A sophisticated palate
- Knowledge of different dietary requirements, religious food requirements and food allergies
- An understanding of personnel management and budgeting
- Leadership skills
- Entrepreneurial skills
- The ability to keep on learning throughout one's career
- Knowledge of quality control
- Knowledge of health and safety procedures

# ICT Operations Technician

Transferable skills should include:

- Interpersonal skills
- Communication skills in English and preferably Maltese
- Numeracy skills
- Customer Care skills
- Planning and organisational skills
- Problem solving skills and the ability to take timely decisions
- Time management skills and the ability to multitask
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- The ability to work with people from different cultures

## Additional qualities

These may include:

- A commitment to quality
- A positive and energetic attitude
- A sense of discipline
- An interest in the culinary arts
- Arm-hand steadiness
- Assertiveness
- Cleanliness
- Creativity
- Efficiency
- Flexibility
- Manual and finger dexterity
- Meticulousness
- Patience
- Physical stamina

## Related career opportunities

- Baker, Pastry Cook and Confectionery Maker
- Cook
- Food and Beverage Manager
- Kitchen Hand

**Alternative titles:** Advanced Computer Engineer, Advanced ICT Service Technician



## Job description and duties

Information and Communications Technology (ICT) Operations Technicians provide information and communications technology support related to the various systems and software packages used by a business. An Information and Communications Technology Operations Technician would be expected to:

- Identify and resolve problems relating to computer hardware and software, networks, and other operational information and communications technology infrastructure
- Analyse user behaviour in order to identify preventative measures which can reduce the incidence of system downtime
- Keep track of the needs of users so as to recommend new systems or software packages to management which may help increase productivity and improve business processes
- Assemble and test computer hardware and networks, servers and systems
- Perform repairs and maintenance on network infrastructure and servers
- Operate and control peripheral and related computer equipment

## Work environment

Information and Communications Technology Operations Technicians may work in any industry in both the private and public sector which relies on ongoing information and communications technology operations. This position may involve working at different sites since organisations may be based in various locations.

Information and Communications Technology Operations Technicians typically work full-time. Working outside normal office hours may be required. Information and Communications Technology Operations Technicians may also be required to be on call.

## Occupation data

Number of employees (2017)	142
Share of foreigners (2017)	49%
Job Outlook (2018 - 2022)	+31%
Median Pay (per annum)	€18,100

## Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communication technology sector. Due to this, qualification requirements may vary between employers. Industry certification is also highly regarded within this sector and on-the-job training is usually offered by the employer.



# ICT User Support Technician

To work as an Information and Communications Technology Operations Technicians, a qualification at MQF Level 4 or higher is typically required. Training programmes include:

- Advanced Diploma in IT (Computer Systems and Networks) (MCAST) (MQF Level 4)
- Advanced Diploma in IT (End User Support) (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Information and Communications Technology Operations Technicians are expected to have:

- Knowledge of computer hardware, software and networks
- Knowledge on the latest technologies in information and communication technology
- Skills in the repair and maintenance of PC hardware, servers and networking infrastructure
- Troubleshooting skills, investigative and analytical skills
- The ability to keep up-to-date with technological developments
- Knowledge of data protection policies, data security procedures and health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- Numeracy skills
- Organisational and planning skills
- The ability to approach problems in a logical manner
- Decision making skills
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

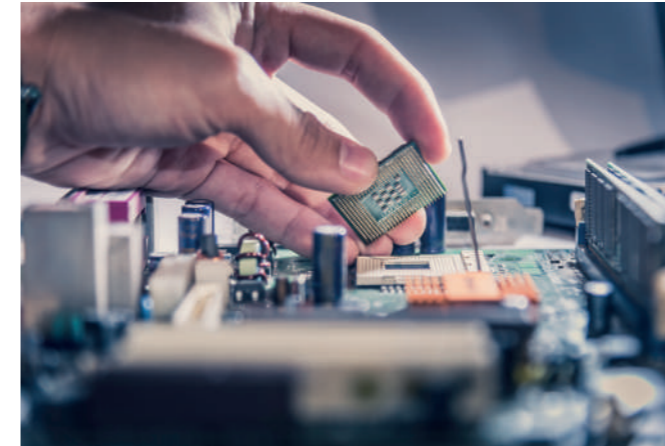
These may include:

- A commitment to learning
- A methodical approach
- A passion for technology
- A practical orientation
- A solution-oriented approach
- Accuracy
- Adaptability
- An inquisitive mindset
- Attention to detail
- Critical thinking skills
- Manual dexterity
- Patience

## Related career opportunities

- Computer Assistant
- Computer Networks and Systems Technician
- Computer Systems Analyst
- ICT User Support Technician
- Systems Administrator

**Alternative titles:** Computer Repairer, ICT Technician, ICT Assistant, Computer Technician, Computer Helpdesk Operator



## Job description and duties

Information and Communications Technology (ICT) User Support Technicians identify and repair faults and errors with computer hardware and software. An Information and Communications Technology User Support Technician is typically expected to:

- Provide ongoing support on information and communications technology systems and faults
- Recommend computer maintenance best practices to staff members, such as software updates
- Install and upgrade hardware, software and networks
- Set up new computers, user accounts and permissions to allow to the network
- Log, prioritise and deal with faults and queries
- Test systems and diagnose faults
- Fix faulty hardware equipment
- Install back-up systems

- Maintain relevant reports about computer maintenance procedures and back-up plans
- Guide staff members on how to handle new computer hardware and software applications

Additionally, Information and Communications Technology User Support Technicians who work in repair shops or for computer repair companies are usually expected to:

- Identify faults and subsequently repair personal computers, laptops, and other information and communications technology related equipment
- Estimate expenses and repair time
- Follow-up with clients to see that systems remain fully operational and that faults are repaired

## Work environment

Information and Communications Technology User Support Technicians may work in any industry in both the private and public sector which relies on 24/7 information and communications technology operations. Information and Communications Technology User Support Technicians may also work in an outlet's repair centre, with a computer repair company serving organisations or individual clients or be self-employed.

Information and Communications Technology User Support Technicians typically work full-time from Monday to Friday. Working outside

typical working hours or working overtime may be required. Information and Communications Technology User Support Technicians may also be required to be on call for urgent repairs.

### Occupation data

Number of employees (2017)	928
Share of foreigners (2017)	23%
Job Outlook (2018 - 2022)	+26%
Median Pay (per annum)	€18,700

### Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communications technology sector. Due to this, qualification requirements may vary between employers. Industry certifications are also highly regarded within this sector and on-the-job training is usually provided by the employer.

To work as an Information and Communications Technology User Support Technician, a qualification at MQF Level 4 or higher in Information and Communications Technology is required. Training programmes may include:

- Advanced Diploma in IT (End User Support) (MCAST) (MQF Level 4)
- Advanced Diploma in IT (Computer Systems and Networks) (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

### Knowledge and skills

Information and Communications Technology User Support Technicians are expected to have:

- Knowledge of computer hardware and software
- Knowledge of configuration management software
- The ability to repair computer hardware and carry out maintenance
- The ability to sort information in a certain order according to a specific set of rules and priorities
- Troubleshooting skills, investigative and analytical skills
- The ability to keep up-to-date with technological developments

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in English
- Numeracy skills
- Customer care skills
- Organisational and planning skills
- The ability to approach problems in a logical manner
- Decision making skills
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- A commitment to learning
- A methodical approach
- A passion for technology
- A practical orientation
- Accuracy

- Adaptability
- Attention to detail
- Inquisitiveness
- A solution-oriented approach

### Related career opportunities

- Computer Network and Systems Technician

- Electronics and Telecommunications Engineering Technician
- ICT Operations Technician
- Network Administrator
- NOC Technician
- Systems Administrator
- Telecommunications Technician

Occupation Code: 3513

# Computer Network and Systems Technician

Alternative title: Network Technician



### Job description and duties

Computer Network and Systems Technicians identify and repair faults in an organisation's network. Typically, a Computer Network and Systems Technician is expected to:

- Install and configure new hardware and software for networks
- Make sure that proper security measures are in place to block unauthorised access
- Give training to users of new systems and networks
- Set up maintenance plans to prevent faults
- Operate, maintain and troubleshoot network systems

- Upgrade existing systems to improve them
- Install back-up systems
- Plan and implement contingency measures
- Set up user accounts and set permissions and passwords to allow access to the network

### Work environment

Computer Network and Systems Technicians may work in any industry which relies on ongoing information and communications technology operations. These include but are not limited to automotive firms, investment banks, manufacturers, utility companies, financial services, advisory firms, iGaming companies and the public sector.

Computer Network and Systems Technicians typically work full-time. Working outside normal working hours may be required in order to meet project deadlines. Computer Network and Systems Technicians may also be required to be on call for urgent matters.



## Occupation data

Number of employees (2017)	207
Share of foreigners (2017)	26%
Job Outlook (2018 - 2022)	+31%
Median Pay (per annum)	€17,600

## Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communications technology sector. Due to this, qualification requirements may vary between employers. Industry certification is also highly regarded within this sector and on-the-job training is usually provided by the employer.

To work as a Computer Network and Systems Technician, a qualification at MQF Level 4 or higher in Computing, Information Science or related field is typically required. Training programmes include:

- Advanced Diploma in IT (Computer Systems and Networks) (MCAST) (MQF Level 4)
- Bachelor of Science (Honours) in Computer Systems and Networks (MCAST) (MQF Level 6)
- Bachelor of Science (Honours) in Computer Engineering (University of Malta) (MQF Level 6)
- Bachelor of Science (Honours) in Computing Science (University of Malta) (MQF Level 6)

Other certification may include: CISCO Certified Network Associate (CCNA) (MCAST), CCNP, CCIE, CCDP.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular

MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Computer Network and Systems Technicians are expected to have:

- Knowledge of computer hardware and software
- Knowledge of engineering and technology
- Knowledge of computer-related electronics
- Knowledge of PowerShell
- Knowledge of networks architectures
- Knowledge of configuration management software
- Knowledge of network monitoring and testing software
- Investigative and analytical skills
- The ability to keep up-to-date with technological developments
- Awareness of data protection policies, data security procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- Numeracy skills
- Organisational and planning skills
- The ability to approach problems in a logical manner
- Time management and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A client-oriented approach
- A commitment to learning
- A high level of drive
- A methodical approach
- A passion for technology
- A practical orientation
- A solution-oriented approach
- Accuracy

- Adaptability
- An inquisitive mindset
- Attention to detail
- Critical thinking skills
- Flexibility

## Related career opportunities

- ICT Operations Technician
- ICT User Support Technician
- Systems Administrator
- Telecommunications Engineering Technician

Occupation Code: 3521

# Audio-Visual Editor (Video/Film)

**Alternative titles:** Video Editor, Videographer, Film Editor



## Job description and duties

Audio-Visual Editors are responsible for collating and editing raw material/footage in order to create a final product which may be used for a variety of purposes including education, entertainment and advertising. Audio-Visual Editors may decide to specialise in the production of films, music videos, commercials and videos of sporting events, weddings and conferences.

An Audio-Visual Editor is typically expected to:

- Understand or contribute to a video brief
- Transfer film or video footage to a computer
- Check the footage and decide which shots to keep and which to cut out in line with the video brief
- Trim footage segments and put together the sequence of the film by using editing software
- Create a number of 'rough cuts' from the chosen material to present to the manager, client or other colleagues
- Digitally improve picture quality
- Collaborate with Producers and Directors to create the final product
- Determine specific audio and visual effects and music necessary, whilst using computer software to add titles, graphics, sound and any visual effects

At times, Audio-Visual Editors who work as freelancers may also take care of the following tasks:

- Film raw footage which is then edited
- Direct the filming

### Work environment

Audio-Visual Editors typically work full-time with TV stations or production houses. Some also choose to work on a freelance basis.

Audio-Visual Editors work flexible hours depending on the project at hand.

Work setting also varies depending on the type of project and may include editing suites in TV studios and production houses.

### Occupation data

Number of employees (2017)	81
Share of foreigners (2017)	25%
Job Outlook (2018 - 2022)	+36%
Median Pay (per annum)	€18,600

### Entry level education / special licences / warrants

Although no specific qualifications are required in order to work as an Audio-Visual Editor, there are a number of qualifications which may provide entry to the media industry. Moreover, a portfolio of previous personal work goes a long way to showcase capabilities.

Training programmes include:

- Diploma in Media (MCAST) (MQF Level 3)
- Advanced Diploma in Creative Media Production (MCAST) (MQF Level 4)
- Bachelor of Arts (Honours) in Creative Media Production (MCAST) (MQF Level 6)

- Bachelor of Communications (Honours) (University of Malta) (MQF Level 6)
- Master of Arts in Media and Communications (University of Malta) (MQF Level 7)

Part-time courses include:

- Adobe After Effects as an Editing Tool
- Video Editing and Adobe Premiere Pro - Introduction
- Video Editing and Adobe Premiere Pro - Intermediate

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Audio-Visual Editors are expected to have:

- The ability to understand a production brief
- The ability to edit raw footage using Adobe Premiere Pro and After Effects computer software
- The ability to film raw footage with various camera techniques
- Knowledge of design graphics
- Knowledge of video and sound technologies
- Knowledge of animation
- Understanding of digital media
- A sense of timing and visual awareness
- The ability to conduct research

Transferable skills should include:

- Communication and interpersonal skills
- Organisational and planning skills
- Time management skills and the ability to work under pressure
- Decision making and problem solving skills
- Digital skills
- The ability to work independently and as part of a team
- Project management skills
- The ability to manage a number of projects simultaneously and work to tight deadlines

### Additional qualities

These may include:

- A fun personality
- A sense of initiative
- A willingness to learn
- Accuracy
- Attention to detail
- Creativity
- Flexibility
- Passion for film and video production and animation
- Patience
- The ability to adapt to change and be an allrounder
- The ability to concentrate for long periods of time
- The ability to manage own finances, especially when working on a freelance basis

### Related career opportunities

- Assistant Audio Person
- Broadcasting and Audio-Visual Technician
- Film and TV Technical Operator
- Film Production Runner or Assistant
- Production Assistant
- Sound Technician



# Telecommunications Engineering Technician

**Alternative title:** Telecoms Technician



## Job description and duties

Telecommunications Engineering Technicians oversee telecommunication networks used in business environments. A Telecommunications Engineering Technician is typically expected to:

- Conduct site surveys
- Plan and coordinate the required new/updated cabling and telecommunications equipment
- Install, configure, test, maintain and repair communication systems as necessary
- Repair hardware and peripheral devices
- Ensure that current systems are updated and are running smoothly by carrying out regular tests
- Examine equipment and troubleshoot faults
- Clean and handle delicate electronic equipment
- Keep up-to-date with the latest technologies and best practices in the field
- Carry out general administrative duties, including updating job cards and documenting repairs and maintenance carried out

## Work environment

Telecommunications Engineering Technicians may work in the private and public sector. Work settings include offices, workshops, factories and research facilities. The role also involves outdoor work.

Additionally, Telecommunications Engineering Technicians may be required to work at heights, in confined spaces and/or in dusty/dirty conditions. Individuals may also be expected to travel to visit client premises or other company sites.

Telecommunications Engineering Technicians typically work full-time. They may also be required to work on shift and on call basis. Overtime may also be required for urgent repairs.

## Occupation data

Number of employees (2017)	155
Share of foreigners (2017)	8%
Job Outlook (2018 - 2022)	+18%
Median Pay (per annum)	€16,700

## Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communications technology sector. Due to this, qualification requirements may vary between employers. Industry certification is also highly regarded within this sector and on-the-job training is usually offered by the employer.

To work as a Telecommunications Engineering Technician, a qualification in Electronics at MQF Level 4 is typically required. Training programmes include:

- Advanced Diploma in Electronics (Communications) (MCAST) (MQF Level 4)
- Advanced Diploma in Electronics (Computer Engineering) (MCAST) (MQF Level 4)
- Bachelor of Science (Honours) in Electronic Communications (MCAST) (MQF Level 6)

Additionally, a medical certificate for colour blindness is required.

CCNA, Computer or Networking certification may be considered an asset.

For further details on specific entry requirements, it is advisable to consult the respective institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

In certain cases, employers may also be willing to accept and train candidates without qualifications or experience.

## Knowledge and skills

Telecommunications Engineering Technicians are expected to have:

- The ability to use tools and testing equipment as required
- Knowledge of different telecommunication systems, technologies and best practices
- Knowledge of electronics and electrical circuits

- Knowledge of related computer software and hardware
- Analytical, investigative and problem identification skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- The ability to approach problems in a logical manner
- Decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A commitment to learning
- A passion for technology
- A practical orientation
- A solution-oriented approach
- Accuracy
- Adaptability
- Attention to detail
- Critical thinking skills
- Manual dexterity

## Related career opportunities

- Electrical Engineering Technician
- Electronics Engineer
- Electronics Engineering Technician
- Telecommunications Equipment Repairer

# General Office Clerk

**Alternative titles:** Clerk Data Entry, Typist and Word Processing Operator, Clerk Human Resources, Secretary (General)



## Job description and duties

General Office Clerks provide administrative support to professionals and coordinate various tasks and procedures across the office. A General Office Clerk is typically expected to:

- Communicate with clients over the phone, through email or via social media
- Liaise with staff and clients
- Schedule and manage appointments
- Type letters, memos and reports
- Update database entries and other computer records
- Request, receive and process data from sources such as invoices, forms and other documentation
- Ensure accuracy of data and report discrepancies accordingly
- Print, photocopy and bind documents
- Manage office supply inventories
- Organise meetings and keep minutes
- Organise filing systems and maintain up-to-date records on clients and staff

## Work environment

General Office Clerks may work within organisations in the private and public sectors. The work is typically office-based.

General Office Clerks typically work full-time. Part-time work may also be available. Overtime may be required in order to meet tight deadlines or during periods of exceptional activity.

## Occupation data

Number of employees (2017)	11,196
Share of foreigners (2017)	5%
Job Outlook (2018 - 2022)	+22%
Median Pay (per annum)	€16,200

## Entry level education / special licences / warrants

To work as a General Office Clerk, a qualification at MQF Level 3 or higher is typically required. Training programmes may include:

- Diploma in Business (MCAST) (MQF Level 3)
- Advanced Diploma in Business Administration (MCAST) (MQF Level 4)
- Advanced Diploma in Administrative and Secretarial Studies (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular

MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

General Office Clerks are expected to have:

- Knowledge of administrative and clerical procedures and systems
- The ability to use and maintain office equipment
- Telephone skills
- Data inputting skills

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and multitasking skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A methodical approach to work
- Accuracy
- Attention to detail
- Diligence

- Efficiency
- Patience
- Self-driven
- Trustworthiness

## Related career opportunities

- Contact Centre Information Clerk
- General Receptionist
- Office Coordinator
- Personal Assistant (PA) and Administrative Secretary
- Telephone Operator



# Bank Teller and Related Clerk

**Alternative titles:** Branch Teller, Bank Teller Cashier, Money Changer



## Job description and duties

Bank Tellers and Related Clerks deal directly with bank clients and offer a wide range of services. A Bank Teller and Related Clerk is typically expected to:

- Process deposits and withdrawals of cash, cheques, money orders and other related banking transactions
- Process electronic transfers between a client's accounts
- Process electronic payments on behalf of a client
- Provide currency exchange services
- Build a relationship with the bank's clients
- Provide clients with information on products and services offered by the bank
- Identify selling opportunities in line with client needs
- Carry out general administration tasks

## Work environment

Bank Tellers and Related Clerks work in branch offices. The work is typically office-based and

this role involves interacting with clients as well as back office work.

Bank Tellers and Related Clerks typically work full-time in line with bank/branch opening hours, which usually includes working on Saturday mornings.

## Occupation data

Number of employees (2017)	1,204
Share of foreigners (2017)	11%
Job Outlook (2018 - 2022)	+27%
Median Pay (per annum)	€16,500

## Entry level education / special licences / warrants

To work as a Bank Teller and Related Clerk, a qualification at MQF Level 4 is typically required. Training programmes include:

- Advanced Diploma in Financial Services (MCAST) (MQF Level 4)
- Higher Diploma in Financial Services (MCAST) (MQF Level 5)
- Certificate in Banking and Finance (University of Malta) (MQF Level 5)
- Higher Diploma in Banking and Finance (University of Malta) (MQF Level 5)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Bank Tellers and Related Clerks are expected to have:

- Knowledge of administrative, clerical and banking procedures and systems
- The ability to use and maintain office equipment
- Knowledge of banking products and services
- The ability to understand customer requirements
- Telephone skills
- Competence in Mathematics

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Accuracy
- Assertiveness
- Attention to detail
- Diligence

- Confidence
- Honesty
- Outgoing personality
- Patience
- Trustworthiness

## Related career opportunities

- Call Centre Officer
- Corporate Finance Officer
- Customer Service Advisor
- Loan Officer
- Relationship Officer
- Statistical, Finance and Insurance Clerk

# Bookmaker, Croupier and Related Gaming Worker

**Alternative titles:** Casino Dealer, Betting Shop Manager, Turf Accountant, Game Presenter, Bookie



## Job description and duties

Bookmakers, Croupiers and Related Gaming Workers work in gambling establishments.

Bookmakers may run licensed betting offices or work in betting shops on location. A Bookmaker is typically expected to:

- Calculate the odds for each race contingent on the kind of event, participants and conditions
- Issue betting tickets
- Pay out on bets in line with the results
- Maintain a record of all transactions
- Handle customer complaints and queries
- Train betting office staff
- Supervise betting office staff such as Betting Shop Cashiers

Croupiers work in a casino under the supervision of a Gaming Inspector and Pitboss. A Croupier is typically expected to:

- Prepare the betting table
- Greet players to the table

- Operate and control a number of casino games
- Monitor, collect and pay bets for customers (except for online casinos)
- Ensure that games are proceeding in a smooth manner
- Inform the Inspector/Pitboss of any irregularities
- Assist customers and respond to queries

## Work environment

Bookmakers, Croupiers and Related Gaming Workers typically work on a full-time basis. Part-time opportunities may be available. Work is typically on shift basis and working during weekends is to be expected.

Bookmakers may work from an office or from a betting shop.

Croupiers may work in land-based casinos and live studio casinos. Opportunities are also available on cruise liners. The working environment will vary according to the type of casino. Croupiers working in a land-based casino interact with players while Croupiers working from a live studio casino interact with players through a camera.

## Occupation data

Number of employees (2017)	1,874
Share of foreigners (2017)	73%
Job Outlook (2018 - 2022)	+55%
Median Pay (per annum)	€17,500

## Entry level education / special licences / warrants

To work as a Bookmaker, Croupier and Related Gaming Worker one must be over 18 years of age.

To work as a Bookmaker, no specific qualifications are required, although this may depend on the employer. In order to operate a Betting shop, a Bookmaker would require a licence from the Malta Gaming Authority.

A formal qualification at MQF Level 4 is typically required to work as a Croupier. Training programmes include:

- Croupier and Dealer Casino and Studio Level Course (ITS) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A clean Police Conduct Certificate is typically required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Bookmakers are expected to have:

- Knowledge of betting regulations
- Knowledge of sporting events
- Proficiency in Mathematics
- Negotiation skills
- Supervisory skills

Croupiers are expected to have:

- Knowledge on the rules and procedures of different games such as American Roulette and Blackjack
- The ability to make fast mental calculations and summations (not required for online Game Presenters)
- The ability to concentrate for long periods of time
- The ability to communicate information to customers in line with company procedures
- The ability to handle stressful and challenging situations
- An understanding of the signs and symptoms of problem gaming
- Knowledge of a foreign language (for online Croupiers)
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- Customer care skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure
- The ability to work independently as well as part of a team

## Additional qualities

These may include:

- A methodical approach
- A positive attitude Assertiveness
- A smart and well-groomed appearance
- Attention to detail
- Enthusiasm
- Diligence
- Flexibility
- Honesty



- Manual dexterity
- Meticulousness
- Patience
- Quick-thinking
- Tact

#### Related career opportunities

- Betting Shop Cashier
- Gaming Customer Service Assistant
- Gaming Inspector
- Table Games Manager
- Table Games Supervisor
- Slot Floor Person
- Slot Technician

#### Entry level education / special licences / warrants

To work as a Debt Collector and Related Worker, a qualification at MQF Level 4 is typically required. Employers may give preference to candidates holding a qualification in Accounts, Business or related subjects. Training programmes include:

- Advanced Diploma in Accounting (MCAST) (MQF Level 4)
- Advanced Diploma in Business Administration (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

Experience working in customer service or sales may be considered useful.

On-the-job training is usually offered by the employer.

#### Knowledge and skills

Debt Collectors and Related Workers are expected to have:

- Knowledge of general accounting principles
- The ability to explain financial matters in a simple and concise manner
- Administrative skills
- A sound knowledge of relevant laws and legal procedures

- The ability to remain calm and composed with difficult and/or angry customers
- Negotiation and persuasion skills

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and English
- IT skills
- Customer service skills including the ability to deal with difficult clients
- Planning, organisational and multitasking skills
- Time management skills
- Problem solving and decision making skills
- The ability to work independently and as part of a team

#### Additional qualities

These may include:

- A firm approach
- A sense of initiative
- Assertiveness
- Attention to detail
- Confidence
- Diligence
- Efficiency
- Persistence
- Quick-thinking mindset
- Tact

#### Related career opportunities

- Accounting and Bookkeeping Clerk
- Audit Assistant
- Credit Management Officer
- Credit Manager
- Debt Collection Manager

Occupation Code: 4214

## Debt-Collector and Related Worker

**Alternative titles:** Credit Controller, Account Controller



- Structure repayment plans for debtors and negotiate accordingly
- Deal with queries and complaints
- Conduct follow-ups on payment commitments
- Maintain and update customer records
- Liaise with Legal Officer so that legal action against debtors who fail to honour the terms of their repayment plan is initiated
- Organise the repossession of goods to settle unpaid bills

#### Work environment

Debt Collectors and Related Workers are generally based in an office and work a standard 40 hour week. Occasionally it may be necessary to travel to clients' homes or businesses.

#### Occupation data

Number of employees (2017)	168
Share of foreigners (2017)	11%
Job Outlook (2018 - 2022)	+26%
Median Pay (per annum)	€14,000

#### Job description and duties

Debt Collectors and Related Workers collaborate with businesses and their customers to settle overdue debt in relation to the payment for goods and services. Debt Collectors might operate as part of a third party collection agency or as part of a business finance department. A Debt Collector and Related Worker is typically expected to:

- Check credit records and trace missing debtors
- Contact debtors with overdue payments
- Provide information on penalties, interest, deadlines and consequences for failure to comply to debtors

# Travel Consultant and Clerk

**Alternative titles:** Travel Agent, Travel Advisor



## Job description and duties

Travel Consultants and Clerks book and plan business and leisure travel for customers, which may comprise both individuals and organisations. A Travel Consultant is typically expected to:

- Advise customers on destination options, attractions, tours, accommodation, transport, fares and other services
- Sell travel products and tour packages and process financial transactions
- Make bookings and payment using online computer systems
- Manage changes in bookings and prepare itineraries
- Source products and destinations to meet consumer demands
- Take part in familiarisation visits to new destinations to gather information on issues and amenities of interest to consumers
- Liaise with travel partners, including airlines and hotels, to manage bookings and schedules

- Deal with customer enquiries and complaints and aim to meet their travel expectations
- Advise customers about passports, insurance, visas, vaccinations and vehicle hire
- Update promotional material
- Be readily available for corporate clients whilst on the island
- Keep up-to-date with developments in the travel industry

## Work environment

Travel Consultants and Clerks are typically required in travel agencies, airlines and Destination Management Companies (DMC). Travel Consultants and Clerks work in an office environment on a full-time basis.

## Occupation data

Number of employees (2017)	321
Share of foreigners (2017)	33%
Job Outlook (2018 - 2022)	+43%
Median Pay (per annum)	€14,300

## Entry level education / special licences / warrants

To work as a Travel Consultant and Clerk, a qualification at MQF Level 3 or higher is typically required. Training programmes include:

- Certificate in Travel & Tourism (ITS) (MQF Level 3)
- Diploma in Travel & Tourism Operations (ITS) (MQF Level 4)

- Higher National Diploma in Travel & Tourism Management (ITS) (MQF Level 5)

Travel agencies that are IATA (International Air Transport Association) accredited may request that Travel Consultants and Clerks are IATA qualified and/or certified. Though this is not compulsory, it is recommended. Full details on available training courses and training centres, may be found on the IATA official website – [www.iata.org](http://www.iata.org).

Additionally, knowledge of languages and experience in a customer-facing role may be considered an asset.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Travel Consultants and Clerks are expected to have:

- Knowledge of passport and visa requirements, travel insurance and foreign currencies
- Knowledge of airline routes, alliances and safety and security regulations
- Knowledge of travel destinations being promoted
- Knowledge about attractions at destinations offered
- IT and research skills to perform searches,

plan and book holidays through the use of specific software

- Negotiation skills
- Sales and marketing skills

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English and preferably in other foreign languages
- Customer care skills
- Numeracy skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A passion for travel and culture
- A smart appearance
- Attention to detail
- Efficiency
- Flexibility
- Helpfulness
- Patience
- Politeness

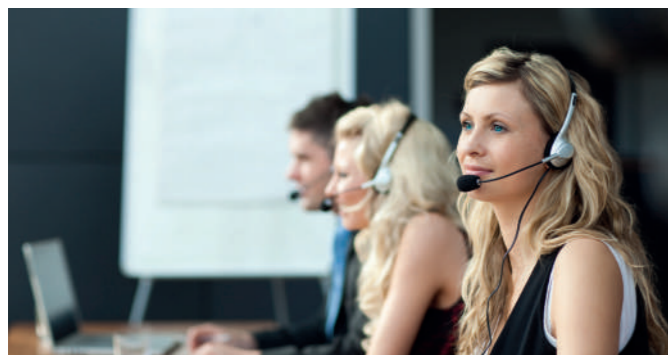
## Related career opportunities

- Airline Ticket Agent
- Conference and Event Planner
- Destination Management Company Travel Consultant
- Hotel Concierge
- Passenger Check-in Clerk
- Tourist Guide
- Tourist Information Centre Assistant
- Travel Agency Manager
- Travel Courier



# Contact Centre Information Clerk (Customer Care)

**Alternative titles:** Call Centre Clerk, Call Centre Agent, Customer Care Officer, Customer Care Representative



## Job description and duties

Contact Centre Information Clerks communicate with clients over the phone, via email, live chat or through social media to provide customer service, conduct research or make sales. A Contact Centre Information Clerk is expected to:

- Answer phone calls, emails, internet chat or social media messages from customers
- Handle customer complaints, queries or payments
- Inform customers on various products and services offered by the organisation
- Provide technical support to customers experiencing difficulties with the organisation's products or services
- Keep customer records in the organisation's databases up-to-date
- Train newly recruited staff in internal processes and procedures

## Work environment

Contact Centre Information Clerks may be employed by organisations in the public and private sectors such as banks, telecommunications

companies, gaming companies and other organisations operating in the information and communications technology industry. The work is typically carried out in open plan offices and in premises that may be remote from clients.

Contact Centre Information Clerks may work on a full-time or part-time basis and the work is typically shift based, with many organisations providing 24 hour support to their customers. Overtime may be required in order to meet tight deadlines or during periods of exceptional activity.

## Occupation data

Number of employees (2017)	5,281
Share of foreigners (2017)	56%
Job Outlook (2018 - 2022)	+44%
Median Pay (per annum)	€17,400

## Entry level education / special licences / warrants

To work as a Contact Centre Information Clerk, a qualification at MQF Level 3 or higher may be required. Training programmes may include:

- Diploma in Business (MCAST) (MQF Level 3)
- Advanced Diploma in Business Administration (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Contact Centre Information Clerks are expected to have:

- Knowledge of administrative and clerical procedures and systems
- The ability to use and maintain office equipment
- Telephone skills
- Typing skills
- Knowledge of foreign languages may be necessary when dealing with foreign customers

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A clear voice
- A methodical approach to work
- Accuracy
- Assertiveness
- Attention to detail
- Diligence
- Meticulousness
- Patience
- Self-driven
- Trustworthiness

## Related career opportunities

- General Office Clerk
- General Receptionist
- Office Supervisor
- Personal Assistant (PA) and Administrative Secretary
- Secretary

# Hotel Receptionist

**Alternative titles:** Front Office Receptionist, Front of House, Front Desk Receptionist



## Job description and duties

Hotel Receptionists welcome and assist guests with all their needs, ensure their stay exceeds expectations and offer assistance to the highest hotel standards. A Hotel Receptionist is typically expected to:

- Greet all guests upon arrival and handle check in/out
- Provide guests with information
- Act as the first point of contact for all guest queries and complaints and escalate accordingly
- Respond to customers' feedback submitted online
- Handle incoming calls according to established procedures
- Maximise revenue through rooms and food and beverage upselling, whilst managing other related targets set by the department
- Liaise with all hotel departments to meet guests' needs
- Process payments during check out
- Prepare necessary documentation to be used at front office

- Perform clerical duties when necessary

In the absence of a Concierge, Hotel Receptionists may be expected to book taxis and restaurants and enquire about other attractions and events guests may want to attend.

## Work environment

Hotel Receptionists usually work on a full-time basis throughout the year. Part-time opportunities may also be available. Work may be on shift basis and Hotel Receptionists are typically expected to work during weekends and public holidays.

## Occupation data

Number of employees (2017)	469
Share of foreigners (2017)	62%
Job Outlook (2018 - 2022)	+13%
Median Pay (per annum)	€12,000

## Entry level education / special licences / warrants

To work as a Hotel Receptionist, a qualification in Hospitality at MQF Level 3 or higher is typically required. Training programmes include:

- Certificate in Rooms Division (ITS) (MQF Level 3)
- Diploma in Rooms Division Operations (ITS) (MQF Level 4)
- Higher National Diploma in Rooms Division Management (ITS) (MQF Level 5)

Additionally, knowledge of languages and experience in a customer-facing role may be considered an asset.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Hotel Receptionists are expected to have:

- Knowledge of hotel management systems
- Knowledge of room rates, room categories, hotel facilities, packages and offers
- Cultural knowledge of Malta and knowledge of the area the hotel is in (restaurants, cultural landmarks, swimming location, etc.)
- An understanding of other cultures
- The ability to upsell
- Cash handling skills and knowledge of Point of Sale (POS) software
- The ability to deal promptly with emergencies or difficult situations involving hotel guests
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in English and other foreign languages
- IT skills
- Customer care skills
- Numeracy skills
- Planning and organisational skills
- Problem solving and decision making skills

- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- The ability to interact with people from different cultures

## Additional qualities

These may include:

- A commitment to quality
- A sense of discipline
- A well-groomed appearance
- Attention to detail
- Efficiency
- Flexibility
- Patience
- Politeness
- Willingness to help

## Related career opportunities

- Concierge
- Duty Manager
- Front Office Manager
- Guest Service Agent
- Hospitality Customer Experience Manager
- Night Auditor
- Reservations Manager



# General Receptionist

**Alternative titles:** Telephone Operator, Office Receptionist



## Job description and duties

General Receptionists are the first point of contact for persons visiting an organisation's premises. A General Receptionist is typically expected to:

- Welcome clients in a friendly and welcoming manner
- Keep a record of visitor details, issue security badges and ensure return upon exit
- Guide clients to the appropriate location
- Set appointments for clients
- Handle telephone and e-mails
- Record and relay messages to staff or clients
- Deal with client queries and complaints
- Deal with incoming and outgoing post or deliveries
- Accept payment from clients
- Assist in administrative tasks such as photocopying and filing
- Assist in ordering, stocking and provision of office supplies to staff
- Supply relevant forms, brochures or other materials to interested parties

## Work environment

General Receptionists are employed across a wide variety of sectors. The work is typically office-based and this role involves constant interaction with clients and staff.

General Receptionists typically work on a full-time or part-time basis. Overtime may be required during periods of exceptional activity.

## Occupation data

Number of employees (2017)	955
Share of foreigners (2017)	20%
Job Outlook (2018 - 2022)	+26%
Median Pay (per annum)	€12,400

## Entry level education / special licences / warrants

To work as a General Receptionist, a qualification at MQF Level 3 is typically required. Training programmes may include:

- Diploma in Business (MCAST) (MQF Level 3)
- Advanced Diploma in Business Administration (MCAST) (MQF Level 4)
- Advanced Diploma in Administrative and Secretarial Studies (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

General Receptionists are expected to have:

- Knowledge of administrative and clerical procedures and systems
- The ability to use and maintain office equipment
- Telephone skills
- Cash handling skills

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and multitasking skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Accuracy
- Assertiveness
- Attention to detail
- Clear diction
- Cordiality
- Diligence
- Flexibility

- Patience
- Smart appearance

## Related career opportunities

- Customer Care Representative
- Hotel Receptionist
- Medical Receptionist
- Office Coordinator
- Personal Assistant (PA) and Administrative Secretary
- Spa Receptionist

# Research Interviewer

**Alternative titles:** Survey Interviewer, Phone Interviewer, Public Opinion Interviewer



- Follow research ethics and ensure confidentiality when tackling sensitive questions
- Input responses on paper, tablet or computer
- Organise data (where applicable)
- Provide feedback to Project Managers/ Leader about the general response and issues emerging from the interview structure and nature of items

## Work environment

Research Interviewers typically work with agencies which offer research services to businesses. The nature of the job requires Interviewers to carry out their duties in different working environments. Some face-to-face interviews may require the Interviewer to work outdoors. Phone interviews necessitate working from a fixed location, such as a call centre, office or even from home.

While some agencies may offer full-time employment, other agencies which conduct one-off projects are more likely to offer part-time or casual employment. Freelance work may also be an option.

## Occupation data

Number of employees (2017)	203
Share of foreigners (2017)	5%
Job Outlook (2018 - 2022)	+35%
Median Pay (per annum)	€19,400

## Entry level education / special licences / warrants

Although there are no formal entry requirements for this job, a qualification at MQF Level 3 may be required. Formal training in Communication or Marketing, as well as interviewing experience, may be considered an asset. Once recruited, interviewers are usually provided with on-the-job training.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Research Interviewers are expected to have:

- Knowledge of different research techniques such as surveys and structured interviews
- The ability to maintain accurate and detailed records
- Typing skills
- Telephone skills
- Investigative skills
- Interviewing skills and techniques

Transferable skills should include:

- Interpersonal skills
- The ability to communicate effectively in Maltese and English
- IT skills
- Customer service skills
- Time management skills and the ability to work under pressure and maintain targets and deadlines
- The ability to work independently and with minimal supervision

## Additional qualities

These may include:

- A meticulous approach
- Attention to detail
- Flexibility
- Organisation skills
- Self-motivation
- Trustworthiness

## Related career opportunities

- Contact Centre Information Clerk
- General Receptionist
- Mystery Shopper
- Research Analyst
- Sales Representative



# Accounting and Bookkeeping Clerk

**Alternative titles:** Bookkeeping Clerk, Cost Computing Clerk



## Job description and duties

Accounting and Bookkeeping Clerks are responsible for maintaining records of financial transactions and all relevant documentation supporting those transactions. An Accounting and Bookkeeping Clerk is typically expected to:

- Verify the accuracy of documentation relating to receipts, payments and other financial transactions
- Input and carry out reconciliation of the general ledger
- Issue invoices and process payments
- Handle petty cash payments
- Handle bank and other reconciliations
- Communicate with clients over the phone or through email
- Assist with end of month reporting requirements
- Classify, record and summarise numerical and financial data to compile and keep financial records
- Work with other members of the finance team including Accountants and the Financial Controller

In certain organisations, Accounting and Bookkeeping Clerks may also be required to:

- Chase debtors for payment
- Process payroll transactions

## Work environment

Accounting and Bookkeeping Clerks are required in organisations operating across different sectors. The work is office-based and Accounting and Bookkeeping Clerks typically work a standard 40 hour week from Monday to Friday. Overtime might occasionally be required in order to meet tight deadlines or during times of exceptional activity such as when income tax returns are due or during annual audits.

## Occupation data

Number of employees (2017)	2,079
Share of foreigners (2017)	9%
Job Outlook (2018 - 2022)	+25%
Median Pay (per annum)	€15,500

## Entry level education / special licences / warrants

To work as an Accounting and Bookkeeping Clerk, one would typically require an MQF Level 4 (or higher) qualification in Accounts. Other training programmes include:

- Advanced Diploma in Accounting (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

Previous experience in a basic accounting role or cashiering experience is typically considered an asset. Nevertheless, on-the-job training is typically offered by the employer.

## Knowledge and skills

Accounting and Bookkeeping Clerks are expected to have:

- Knowledge of administrative and clerical procedures and systems
- Knowledge of accounting and financial record keeping principles
- Competence in Mathematics
- Technical skills related to the analysis and reporting of financial data
- Proficiency in the use of IT applications such as databases and spreadsheets
- The ability to use specialised accounting software packages such as Sage
- Analytical skills
- An understanding of the local taxation system
- The ability to maintain confidentiality

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in English
- Organisational and planning skills
- Problem solving and decision making skills

- Time management skills
- The ability to work under pressure and meet strict deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A client-oriented approach
- A meticulous and methodical approach
- Accuracy
- Attention to detail
- Confidence
- Diligence
- Honesty
- Trustworthiness

## Related career opportunities

- Accountant
- Accounting Technician
- Accounts Executive
- Auditor
- Audit Assistant
- Bank Teller and Related Clerk
- Revenue Officer
- Stock Clerk

# Statistical, Finance and Insurance Clerk

**Alternative titles:** Finance Clerk, Insurance Clerk, Brokerage Clerk



## Job description and duties

Statistical, Finance and Insurance Clerks compute and collate data to be used in statistical or financial applications. A Statistical, Finance and Insurance Clerk is typically expected to:

- Process insurance applications, claims, transactions and policy changes
- Compile statistical data from specialised sources
- Carry out basic mathematical analysis of data
- Present data in an appropriate format
- Prepare financial documents
- Calculate interest or charges payable
- Maintain records of shares, bonds or securities purchased or sold on behalf of clients
- Contact clients to request information or provide them with updates
- Record financial transactions
- Deal with invoices and expenses

## Work environment

Statistical, Finance and Insurance Clerks may work in banks, insurance companies, other financial services firms and in the public sector. The work is generally office-based and one may require to perform work at clients' premises.

Statistical, Finance and Insurance Clerks typically work full-time, however overtime may be required in order to meet tight deadlines or during periods of exceptional activity. Part-time work may also be available.

## Occupation data

Number of employees (2017)	414
Share of foreigners (2017)	15%
Job Outlook (2018 - 2022)	+30%
Median Pay (per annum)	€17,700

## Entry level education / special licences / warrants

To work as a Statistical, Finance and Insurance Clerk, a qualification at MQF Level 4 is typically required. Training programmes may include:

- Advanced Diploma in Financial Services (MCAST) (MQF Level 4)
- Advanced Diploma in Insurance (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular

MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Statistical, Finance and Insurance Clerks are expected to have:

- Knowledge of administrative and clerical procedures and systems
- Competence in Mathematics
- Proficiency in the use of IT applications such as databases and spreadsheets
- Analytical skills
- The ability to maintain confidentiality

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A client-oriented approach
- A meticulous and methodical approach
- Accuracy
- Assertiveness
- Attention to detail
- Confidence

- Diligence
- Honesty
- Trustworthiness

## Related career opportunities

- Accounting and Bookkeeping Clerk
- Accounting Technician
- Accounts Executive
- Bank Teller and Related Clerk
- Insurance Representative



# Warehouse and Transport Clerk

**Alternative titles:** Material Recording Clerk, Stock Clerk, Storekeeper, Transport and Shipping Clerk, Production Clerk, Stock Controller



## Job description and duties

Warehouse and Transport Clerks determine the need for supplies and materials required for upcoming manufacturing, hospitality, wholesale and retail, transport or other operational activities. A Warehouse and Transport Clerk is typically expected to:

- Verify stock levels, organise delivery of materials and follow-up suppliers in case of delays
- Confirm receipt of supplies
- Receive and unpack incoming goods
- Assemble and pack outgoing orders and organise deliveries
- Check invoices and keep inventory records up-to-date
- Liaise and communicate with staff
- Organise and manage stocks
- Coordinate workflows between multiple departments
- Oversee the planned maintenance of vehicles, machinery and equipment

## Work environment

Warehouse and Transport Clerks are mainly employed by private sector organisations. The work is generally office-based, however individuals would also need to spend time in warehouses or stock rooms.

Warehouse and Transport Clerks typically work full-time, however overtime may be required in order to meet tight deadlines or during periods of exceptional activity. Part-time work may also be available.

## Occupation data

Number of employees (2017)	2,201
Share of foreigners (2017)	9%
Job Outlook (2018 - 2022)	+16%
Median Pay (per annum)	€13,100

## Entry level education / special licences / warrants

To work as a Warehouse and Transport Clerk, a qualification at MQF Level 4 may be required. Training programmes include:

- Advanced Diploma in Business Administration (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence may be required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Warehouse and Transport Clerks are expected to have:

- Knowledge of administrative and clerical procedures and systems
- The ability to use and maintain office equipment
- Stock management skills
- Knowledge of freight and sea shipping regulations and practices
- Knowledge of warehouse organisation and procedures
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A methodical and meticulous approach
- Accuracy
- Assertiveness
- Attention to detail
- Confidence
- Diligence
- Flexibility
- Honesty
- Trustworthiness

## Related career opportunities

- General Office Clerk
- Logistics Executive
- Mail Carrier and Sorting Clerk
- Purchasing Executive
- Supply Chain Administrator

# Postal Operator and Courier

**Alternative title:** Mail Carriers and Sorting Clerk



## Job description and duties

Postal Operators and Couriers sort, organise and deliver mail and small packages either on foot or by motorcycle/van. A Postal Operator and Courier is typically expected to:

- Sort and organise mail or other cargo according to the route
- Plan delivery routes
- Deliver mail to residences or businesses
- Collect signatures for registered mail
- Provide delivery confirmation records when requested by clients
- Redirect wrongly-addressed postal articles
- Report any incidents or unusual circumstances in relation to mail delivery (e.g. tampering of postal articles, vandalism to letter boxes)
- Sort and distribute leaflets
- Keep records of distributed mail and leaflets
- Keep records of correspondence
- Answer customer queries
- Ensure that the company vehicle is kept clean and maintained in proper working condition, and any technical problems are to be reported accordingly

## Work environment

Postal Operators and Couriers work in the private sector for mail and courier service providers. While some of the work is office-based, the majority of the work is spent travelling outside in all weather conditions to deliver postal articles.

Postal Operators and Couriers typically work full-time. Part-time work may also be available. Overtime may be required in order to meet tight deadlines or during periods of exceptional activity.

## Occupation data

Number of employees (2017)	781
Share of foreigners (2017)	7%
Job Outlook (2018 - 2022)	+19%
Median Pay (per annum)	€15,100

## Entry level education / special licences / warrants

Postal Operators and Couriers based at the processing and sorting centre need to be aged 21 years and over. Postal Operators and Couriers who deliver mail by motorcycle/van need to be aged 18 years and over. Additionally, Postal Operators and Couriers are required to be in possession of:

- A clean Police Conduct Certificate
- A School Leaving Certificate

Depending on the mode of delivery, a number of requirements need to be fulfilled:

- To be physically fit and able to lift heavy objects to deliver on foot
- A Category B driving licence to deliver by van
- A driving licence for a 125CC motorcycle to deliver on a motorcycle

Applicants interested in pursuing this occupation may opt for a training programme such as the following:

- Diploma in Postal Services (MCAST) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Postal Operators and Couriers are expected to have:

- An understanding of the functions of a postal company
- An understanding of the procedures and processes involved in the delivery of postal articles
- Knowledge of the products and services offered by the postal company
- The ability to plan the route according to the delivery requirements
- Navigation and driving skills (for those who deliver mail by motorcycle/van)
- Knowledge of the Maltese highway code

- Administrative skills
- Ensure client confidentiality
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A smart appearance
- Friendly disposition
- Patience
- Physical stamina
- Positive attitude
- Trustworthiness

## Related career opportunities

- Contact Centre Information Clerk
- Courier Driver
- Customer Support Representative
- General Office Clerk
- Postal Branch Manager
- Postal Branch Sales Assistant



# Travel Courier

**Alternative title:** Tour Leader



## Job description and duties

Travel Couriers are responsible for leading a group of travellers abroad and for ensuring the tour runs in a smooth manner. A Travel Courier is typically expected to:

- Be available to travellers for the entire duration of the tour
- Confirm bookings and arrangements for accommodation, transport and excursions
- Adhere to the established travel itinerary and make changes when required
- Provide travellers with a detailed programme on a daily basis
- Deal with travellers' queries, concerns and any issues which may arise
- Organise and accompany travellers during activities and excursions
- Provide information and advice to travellers on restaurants, sightseeing and other matters
- Liaise with Tourist Guides and other locals (where applicable)
- Keep record of daily expenditure
- Train new Travel Couriers (where applicable)

- Ensure travellers are satisfied with the service provided
- Prepare any required reports upon return

## Work environment

Travel Couriers are typically employed by travel agencies and spend most of their time travelling to different destinations. The role involves some office-based work during the preparation of the tour and also subsequent to each trip. Travel Couriers work either on a full-time or part-time basis. Part-time opportunities are especially available during peak seasons.

## Occupation data

Number of employees (2017)	141
Share of foreigners (2017)	16%
Job Outlook (2018 - 2022)	+32%
Median Pay (per annum)	€12,800

## Entry level education / special licences / warrants

Although in the travel sector employers tend to give more weight to skills and experience, qualifications in Travel and Tourism, Languages or other relevant subjects may be useful to work as a Travel Courier. Training programmes include:

- Certificate in Travel and Tourism (ITS) (MQF Level 3)
- Diploma in Travel and Tourism Operations (ITS) (MQF Level 4)

Travel Couriers also need to be in possession of a valid passport and any visas required for the countries to be visited.

A certificate in basic First Aid may also be required.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Travel Couriers are expected to have:

- Detailed knowledge about the destination, including information on hotels, places of interest, restaurants, transport, souvenirs, etc.
- The ability to remember up-to-date facts, figures and events
- The ability to speak clearly, with a projected voice and communicate ideas well to a group of people
- Research skills
- Basic accounting and budgeting skills
- A strong sense of cultural awareness and knowledge
- The ability to develop a network of information sources and contacts
- The ability to handle emergencies and crisis situations (such as ill health, accidents and theft) in a calm and efficient manner
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English and other foreign languages
- Customer care skills
- IT skills
- Numeracy skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management skills
- The ability to work independently and as part of a team
- Leadership skills

## Additional qualities

These may include:

- A sense of autonomy
- A sense of discipline
- A passion for travel and adventure
- An enthusiastic and positive attitude
- Attention to detail
- Efficiency
- Flexibility
- Patience
- Physical stamina and high energy levels

## Related career opportunities

- Destination Management Company
- Travel Consultant
- Tourist Guide
- Travel Agent

# Travel Attendant / Steward

**Alternative titles:** Flight Attendant, Air Hostess, Cabin Attendant, Cabin Crew, Cruise Line Steward



## Job description and duties

Travel Attendants/Stewards ensure the comfort and safety of passengers on aircrafts or cruise ships. A Travel Attendant/Steward who works on aircraft is typically expected to:

- Check if passports correspond with flight crew security certificates
- Oversee the boarding and safe disembarkation of passengers
- Check presence and conformity of technical onboard equipment
- Check that plane is clean and well stocked with food and drinks
- Ensure passenger's hand luggage is safely secured in the overhead lockers
- Communicate and share flight information with flight crew
- Distribute safety instructions on board and ensure that they are being observed by the passengers
- Organise and supervise onboard operations
- Prepare, serve and clear trays with meals and refreshments and sell gifts during the flight
- Assist when a passenger falls ill

- Take urgent measures in case of unforeseen events
- Draw up a report after completing flight
- Train new cabin crew in safety, rescue and first aid techniques

Travel Attendants/Stewards who work on cruise ships are usually assigned a number of cabins and are expected to:

- Show guests to their cabins
- Inform passengers about the services offered on board
- Arrange excursions
- Deal with guests' queries and complaints

## Work environment

Travel Attendants/Stewards work for airlines or cruise lines. With airlines, individuals typically work full-time or part-time, on shift basis, including weekends and public holidays, with expected increased hours during the summer months (peak season). On cruise liners, one would expect to work on a contract basis.

In both cases, individuals may expect to work for long hours standing up, deal with occasional emergency situations as well as unpleasant weather conditions such as turbulence and rough sea.

## Occupation data

Number of employees (2017)	246
Share of foreigners (2017)	17%
Job Outlook (2018 - 2022)	+25%
Median Pay (per annum)	€20,100

## Entry level education / special licences / warrants

To work as a Travel Attendant/Steward, a qualification at MQF Level 3 or higher is typically required. Preference is usually given to applicants who are fluent in a foreign language. Training programmes include:

- Advanced Diploma in Aviation Operations (MCAST) (MQF Level 4)
- Higher National Diploma in Travel and Tourism Management (ITS) (MQF Level 5)

For further details on specific entry requirements, it is advisable to consult the respective airline/cruise line website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

Moreover, Travel Attendants/Stewards need to satisfy a number of requirements which may vary according to the specific airline or cruise line one is applying with. Such requirements typically include:

- A minimum age of 18 years
- A clean Police Conduct Certificate
- A minimum height requirement
- Physical fitness and the ability to swim unaided
- Certified as medically fit
- No visible tattoos

Travel Attendants/Stewards also need to be in possession of a valid passport.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Travel Attendants/Stewards are expected to have:

- The ability to operate emergency equipment
- Knowledge of foreign languages
- The ability to behave in line with the company's brand culture
- The ability to manage possible difficult situations with passengers
- A strong cultural awareness
- Knowledge of flight/sea emergency procedures
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and the ability to take timely decisions
- Time management and multitasking skills
- The ability to work under pressure
- The ability to work as part of a multicultural team

## Additional qualities

These may include:

- A calm and reassuring demeanour
- A friendly and welcoming manner
- A passion for travel
- A smart and well-groomed appearance
- A tactful and assertive approach
- Adaptability
- Attention to detail
- Flexibility
- Politeness
- Punctuality



### Related career opportunities

- Customer Care Representative
- Flight Operations Clerk
- Guest Relations Manager
- Hotel Manager

- Hotel Receptionist
- Passenger Check-in Clerk
- Travel Consultant and Clerk

### Entry level education / special licences / warrants

To work as a Tourist Guide, a qualification at MQF Level 5 in Tour Guiding is required. Training programmes include:

- Higher National Diploma in Tour Guiding (ITS) (MQF Level 5)

Upon completion, one would need to apply for a licence with the Malta Tourism Authority (MTA). The licence needs to be renewed annually subject to continued compliance and participation in a continuous development course every two years.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

### Knowledge and skills

Tourist Guides are expected to have:

- Knowledge of cultural sites, including general Maltese history
- Knowledge of current affairs
- The ability to remember up-to-date facts, figures and events
- The ability to speak clearly, with a projected voice and communicate ideas well to a group of people
- Research skills
- The ability to manage own finances
- A strong sense of cultural awareness and knowledge
- The ability to network and promote oneself with the necessary stakeholders
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English and other foreign languages
- Customer care skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management skills and the ability to adhere to tight deadlines
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- A passion for history, art and culture of Malta and other countries
- A smart appearance
- Attention to detail
- Efficiency
- Entrepreneurial mindset
- Flexibility
- Patience
- Physical stamina
- Politeness
- Willingness to help

### Related career opportunities

- Conference and Event Planner
- Destination Management Company Travel Consultant
- Gallery Site Officer
- Hotel Concierge
- Tourist Information Centre Assistant
- Travel Agency Manager
- Travel Courier

Occupation Code: 5113

## Tourist Guide

Alternative titles: Tour Guide, Travel Guide



- Answer tourists' questions
- Liaise with drivers, restaurants/cafes for meals and other third parties
- Act as an Interpreter
- Market their work as freelancers
- Ensure the safety of the group
- Deal with any incidents or emergencies that may occur

### Work environment

Tourist Guides usually work as freelancers with travel companies. Work is generally flexible including evenings, weekends and public holidays and hours depend on work exigencies.

Tourist Guides may expect to stand and walk for long hours, inside or outside and in different weather conditions, which could be physically demanding.

### Occupation data

Number of employees (2017)	97
Share of foreigners (2017)	27%
Job Outlook (2018 - 2022)	+42%
Median Pay (per annum)	€14,400

### Job description and duties

Tourist Guides accompany visitors round places of interest; on driving tours, walking tours and boat trips, whilst explaining cultural and natural heritage in the language of the tourists' choice. A Tourist Guide is typically expected to:

- Describe and explain points of interest on tour, by giving detailed information, whilst providing direction to other related sites
- Arrange entry to places of interest such as museums, cultural buildings, exhibitions and performances
- Advise tourists on facilities such as restaurants, shops and markets

# Cook

**Alternative title:** Line Cook



## Job description and duties

Cooks may be assigned to various work stations and typically work under the direction of a Chef (when applicable). The responsibilities of a Cook depend on the work setting, size of the kitchen, experience and on his/her role in the kitchen. A Cook is typically expected to:

- Plan, supervise and coordinate the work of kitchen helpers
- Plan meals and prepare ingredients beforehand to be used in cooking
- Cook dishes as directed by senior staff (when applicable)
- Inspect and clean the kitchen, kitchen equipment and serving areas (where applicable)
- Ensure consistent quality and customer satisfaction
- Measure ingredients and portion size
- Assist with deliveries and stocktaking (where applicable)
- Ensure ingredients are in stock
- Comply to hygiene and health and safety regulations

- Check freshness of ingredients
- Operate large volume cooking equipment such as grills, deep-fat fryers or griddles

## Work environment

Cooks work in a variety of different settings, such as hotels, restaurants, catering, snack bars, cafes, institutions, cruise liners as well as other entertainment venues. Most Cooks are employed on a full-time basis. Cooks work different hours each week, depending on the number of customers and the nature of the business. Cooks may work early mornings, late evenings, weekends and public holidays.

## Occupation data

Number of employees (2017)	506
Share of foreigners (2017)	36%
Job Outlook (2018 - 2022)	+11%
Median Pay (per annum)	€12,600

## Entry level education / special licences / warrants

To work as a Cook, one would require a Food Handling Licence, a Food Hygiene Certificate and a Hazard Analysis and Critical Control Point (HACCP) certificate. A qualification at MQF Level 3 or higher may also be required. Training programmes include:

- Certificate in Food Preparation and Service (ITS) (MQF Level 3)
- Diploma in Food Preparation and Production Operations (ITS) (MQF Level 4)

- Intermediate Pastry and Baking (ITS) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer. With experience and training, one may progress to Chef.

## Knowledge and skills

Cooks are expected to have:

- Culinary equipment and tools
- Food preparation techniques
- Culinary procedures and practices
- Different dietary requirements and food allergies
- Raw materials and ingredients
- Quality control
- Health and safety practices

Transferable skills should include:

- Interpersonal skills
- Communication skills in English and preferably Maltese
- The ability to follow instructions
- Numeracy skills
- Planning and organisational skills
- Time management skills and the ability to multitask
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team
- The ability to work with people from different cultures

## Additional qualities

These may include:

- A positive and energetic attitude
- A sense of discipline
- An interest in the culinary arts
- Arm-hand steadiness
- Assertiveness
- Attention to detail
- Cleanliness
- Creativity
- Efficiency
- Flexibility
- Manual dexterity
- Patience
- Physical stamina

## Related career opportunities:

- Chef
- Fast Food Crew Member
- Fast Food Preparer
- Food and Beverage Manager
- Kitchen Hand



# Pizzaiolo

**Alternative titles:** Pizza Chef, Pizza Cook



## Job description and duties

A Pizzaiolo is responsible for creating pizza recipes and cooking pizzas. A Pizzaiolo is typically expected to:

- Mix and prepare pizza dough
- Prepare and cook pizzas
- Manage, including ordering, stocks of ingredients and raw materials
- Help in the kitchen with other orders if necessary
- Maintain a clean workspace and clean utensils
- Train newly recruited staff

If the Pizzaiolo is based in a take away Pizzeria, the Pizzaiolo may also be expected to:

- Hand out orders, either for take away or eating in
- Prepare pizzas in boxes for delivery
- Coordinate with delivery driver on customer addresses and contact details

## Work environment

A Pizzaiolo works in restaurants that offer pizzas, pizzerias or take-aways. A Pizzaiolo needs to prepare various types of pizzas at one go and cook in the quickest time while always ensuring consistent quality.

A Pizzaiolo is typically employed on a full-time basis. Some may be self-employed and run their own pizzeria. They work different hours each week, depending on the number of customers and the nature of the business. However, they typically work late evenings, weekends and public holidays.

## Occupation data

Number of employees (2017)	119
Share of foreigners (2017)	80%
Job Outlook (2018 - 2022)	+11%
Median Pay (per annum)	€12,300

## Entry level education / special licences / warrants

To work as a Pizzaiolo, one needs to be in possession of a Food Handling Licence, a Food Hygiene Certificate and a Hazard Analysis and Critical Control Point (HACCP) certificate. Experience is typically considered an asset and may be preferred by employers.

Qualifications in Food Preparation might be required by employers, although experience might be enough to work in a small pizzeria or take away. Training programmes may include:

- Certificate in Food Preparation and Service (ITS) (MQF Level 3)
- Diploma in Food Preparation Production Operations (ITS) (MQF Level 4)
- Higher National Diploma in Food Preparation and Production Management (ITS) (MQF Level 5)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is typically offered by the employer.

## Knowledge and skills

A Pizzaiolo is expected to have:

- Knowledge of culinary equipment and tools
- Knowledge of food preparation techniques especially for pizza making
- Knowledge of culinary procedures and practices
- Knowledge of food allergies
- Knowledge of raw materials and ingredients
- Knowledge of quality control
- The ability to work quickly in a fast-paced environment
- Cash handling skills and customer care skills (if dealing with customers)
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Verbal and written communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Planning and organisational skills

- Problem solving and decision making skills
- Time management skills and the ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A positive and energetic attitude
- A sense of discipline
- An interest in the culinary arts
- Arm-hand steadiness
- Attention to detail
- Cleanliness
- Creativity
- Efficiency
- Flexibility
- Manual and finger dexterity
- Patience
- Physical stamina

## Related career opportunities

- Baker, Pastry Cook and Confectionery Maker
- Chef
- Cook
- Food and Beverage Manager
- Restaurant and Catering Supervisor

# Food and Beverage Server

**Alternative titles:** Waiter/Waitress, Food and Beverage Attendant



## Job description and duties

Food and Beverage Servers are required to ensure that all guests are served to the highest standards of hospitality. A Food and Beverage Server is typically expected to:

- Take telephone reservations
- Prepare for food service, such as setting up cutlery and glasses on tables
- Welcome and seat guests
- Hand out menus, assist guests with their queries and take orders
- Serve food and drinks
- Respond to customers' needs throughout the meal
- Clear, clean and set tables throughout the duration of service
- Serve food to guests in their rooms in a hotel environment
- Liaise with other members of the team as required
- Accept payment

If a Food and Beverage Server is assisting during a buffet service, duties will typically vary and involve less contact with the customer.

## Work environment

Food and Beverage Servers work in a variety of settings including restaurants, cafeterias, hotels and other catering establishments. Those working in hotels may work in different areas including restaurants, bars, banqueting and in lounges.

Food and Beverage Servers may work on a full-time or part-time basis including weekends and public holidays. Food and Beverage Servers work different hours each week, depending on the number of customers and the nature of the business.

## Occupation data

Number of employees (2017)	4,507
Share of foreigners (2017)	47%
Job Outlook (2018 - 2022)	+15%
Median Pay (per annum)	€10,800

## Entry level education / special licences / warrants

To work as a Food and Beverage Server, one would require a Food Handling Licence, a Food Hygiene Certificate and a Hazard Analysis and Critical Control Point (HACCP) certificate.

One typically enters this occupation either by learning on-the-job or else by following a formal training course in Food and Beverage or related area. Training programmes include:

- Certificate in Food Preparation and Service (ITS) (MQF Level 3)
- Diploma in Food and Beverage Service (ITS) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Food and Beverage Servers are expected to have:

- Knowledge of the menu being offered and of catering in general
- An understanding of different dietary requirements and needs such as food restrictions and food allergies
- The ability to serve each dish on the menu correctly, with its accompaniments and garnish
- The ability to serve various types of wine and drink, in the correct containers (e.g. glasses, cups) and at the right temperature
- The ability to stand for long hours while serving customers
- Upselling skills
- Knowledge of health and safety procedures

In cases where Food and Beverage Servers handle payments, they would also be required to have:

- Knowledge of Point of Sale (POS) software
- Cash handling skills

If a Food and Beverage Server is assisting during a buffet service, only some of the above mentioned skills will be required.

Transferable skills should include:

- Interpersonal skills
- Verbal and written communication skills in English and preferably in Maltese
- Customer care skills
- Numeracy skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management skills and multitasking skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A friendly disposition
- A good memory to recall orders
- A sense of balance when carrying orders
- A sense of commitment
- A sense of discipline
- A well-groomed appearance
- Efficiency
- Flexibility
- Fluency in foreign languages
- Diligence
- Physical stamina

## Related career opportunities

- Banquet Server
- Bar Attendant
- Cafeteria Attendant
- Cashier
- Food and Beverage Server
- Head Waiter/Waitress
- Host/Hostess
- Restaurant Manager



# Restaurant and Catering Supervisor

**Alternative title:** Assistant Restaurant Manager



## Job description and duties

Restaurant and Catering Supervisors are responsible for running a catering establishment and making sure that customers are being provided with high quality service. A Restaurant and Catering Supervisor is typically expected to:

- Greet customers
- Monitor and supervise staff
- Control stocks and place orders (where applicable)
- Assist in the creation of menus and pricing (where applicable)
- Interact with customers and manage complaints in an effective manner
- Ensure that restaurant equipment is maintained in a good condition
- Ensure that basic standard operating procedures are in place
- Take part in the recruitment and training process of new employees
- Ensure that regulations, include health and safety procedures, are adhered to

In small establishments, Restaurant and Catering Supervisors may also be expected to:

- Check the cash register at the beginning of each shift and at the end
- Assist Servers with their duties
- Clean and prepare tables
- Hand out the wine list and serve orders to customers

## Work environment

Restaurant and Catering Supervisors work in a variety of settings, such as restaurants, snack bars and cafes.

Restaurant and Catering Supervisors' responsibility will vary according to size of the establishment. They can assume direct responsibility of managing the restaurant or else report to the Restaurant Manager.

Typically, Restaurant and Catering Supervisors are employed on a full-time basis. Restaurant and Catering Supervisors work different hours each week including weekends and public holidays, depending on the number of customers and the nature of the business.

## Occupation data

Number of employees (2017)	575
Share of foreigners (2017)	25%
Job Outlook (2018 - 2022)	+12%
Median Pay (per annum)	€13,700

## Entry level education / special licences / warrants

To work as a Restaurant and Catering Supervisor, one would require a Food Handling Licence, a Food Hygiene Certificate and a Hazard Analysis and Critical Control Point (HACCP) certificate.

Experience is highly valued in catering and to work as a Restaurant and Catering Supervisor, one would typically have gained significant experience working in service. Additionally, a qualification in Food and Beverage or related area may be required. Training programmes include:

- Certificate in Food Preparation and Service (ITS) (MQF Level 3)
- Diploma in Food and Beverage Service (ITS) (MQF Level 4)
- Higher National Diploma in Food and Beverage Management (ITS) (MQF Level 5)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Restaurant and Catering Supervisors are expected to have:

- Knowledge of the menu being offered and of catering in general
- Knowledge of food production processes
- Knowledge of different dietary requirements and food allergies

- The ability to supervise a diverse team and work in a multicultural environment
- Cultural knowledge of Malta for any foreign customers
- Knowledge of Point of Sale (POS) software
- Cash handling skills
- Selling skills
- Knowledge of health and safety procedures
- Knowledge of a foreign language

Transferable skills should include:

- Interpersonal skills
- Verbal and written communication skills in English and preferably Maltese
- IT skills
- Customer care skills
- Numeracy skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A calm attitude
- A friendly disposition
- A passion for food and beverage
- A sense of commitment
- A sense of discipline
- A well-groomed appearance
- Diligence
- Efficiency
- Flexibility
- Fluency in foreign languages
- Patience

### Related career opportunities

- Bar Attendant
- Cashier

- Food and Beverage Manager
- Head Waiter
- Host/Hostess
- Restaurant Manager

# Bartender

Occupation Code: 5132

**Alternative titles:** Bar Attendant, Barista, Mixologist



- Prepare bills, take payment, operate the till
- Occasionally serve snacks and other food items at the bar
- Monitor customers' intoxication levels

### Work environment

Bartenders work at restaurants, bars, hotels, cafeterias, clubs and other venues used for different events, such as weddings. Although most Bartenders work indoors, some might work outdoors near pool areas or beach bars or at catered events. The work can be physically demanding since Bartenders remain standing most of the time and are sometimes required to lift and carry heavy kegs and crates.

Full-time and part-time work opportunities are available. Bartenders may be required to work different hours each week. Working during evenings, weekends and public holidays is normally required.

### Occupation data

Number of employees (2017)	841
Share of foreigners (2017)	46%
Job Outlook (2018 - 2022)	+14%
Median Pay (per annum)	€10,500

### Entry level education / special licences / warrants

To work as a Bartender, one needs to be in possession of a Food Handling Licence and a Food Hygiene Certificate.

One typically enters this occupation either by learning on-the-job or else by following a formal training course in Food and Beverage. Training programmes include:

- Certificate in Food Preparation and Service (ITS) (MQF Level 3)
- Diploma in Food and Beverage Service Operations (ITS) (MQF Level 4)
- Higher Diploma in Food and Beverage Management (ITS) (MQF Level 5)

Other related courses offered by ITS include:

- WSET (UK) Intermediate Certificate in Wine and Spirits
- WSET (UK) Advanced Certificate in Wine and Spirits

Proficiency in foreign languages is considered an asset.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

### Knowledge and skills

Bartenders are expected to have:

- Knowledge of different types of alcoholic and non-alcoholic drinks
- Knowledge of cocktail mixology
- Knowledge of bar supplies and equipment
- Cash handling skills
- Sales skills
- Knowledge of regulations related to alcohol consumption
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Communication skills in English and preferably in Maltese
- The ability to follow instructions
- Numeracy skills
- Customer care skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure
- The ability to work independently and as part of a team
- The ability to work with people from different cultures

### Additional qualities

These may include:

- A positive and energetic attitude
- A sense of commitment
- A sense of discipline
- A well-groomed appearance
- Accuracy
- An outgoing personality
- Assertiveness
- Dependability
- Efficiency
- Flexibility
- Manual dexterity
- Patience
- Persuasion skills
- Physical stamina
- The ability to memorise orders

### Related career opportunities

- Bar Manager
- Food and Beverage Server
- Food and Beverage Supervisor
- Restaurant and Catering Supervisor
- Restaurant Manager



# Hairdresser

**Alternative titles:** Hair Stylist, Barber



## Job description and duties

Hairdressers provide a range of beauty services including cutting, colouring, styling hair and massaging and treating scalp, while Barbers cut, trim, taper and style men's hair and beard. A Hairdresser is typically expected to:

- Advise clients on style, colour and overall hair look that would best suit their needs
- Perform traditional hairdressing activities (wash, cut, dye, dry and brush)
- Carry out different types of treatments such as perms, braiding, add hair extensions, hair styles for special occasions, such as up styles, grooming of moustaches and beards
- Promote and sell treatments and care products to clients
- Keep salon, workstation and tools clean and sanitise instruments
- Place orders for hair products and monitor stock levels
- Keep up-to-date with new trends, techniques and products

- Administer appointments
- The ability to build positive, long-lasting relationships with clients
- Fitting wigs according to customers' requirements

## Work environment

Hairdressers usually work in hair salons, either as employees or as business owners. They generally work a 40 hour week which includes evenings and weekends. Hairdressers who are self-employed may also visit clients in their own homes.

Hairdressing requires standing up for extended periods. There might be prolonged exposure to some chemicals so they often wear protective clothing, such as disposable gloves. It is often the case that Hairdressers operate in a busy and hectic environment especially during festive seasons.

## Occupation data

Number of employees (2017)	725
Share of foreigners (2017)	17%
Job Outlook (2018 - 2022)	+15%
Median Pay (per annum)	€8,800

## Entry level education / special licences / warrants

To work as a Hairdresser, a qualification at MQF Level 3 or higher is required. Training programmes include:

- Diploma in Hairdressing – Women (MCAST) (MQF Level 3)

Training programmes typically include a strong practical element and training throughout one's career is expected.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Hairdressers are expected to have:

- Knowledge of different hairdressing methods, techniques and tools
- Knowledge of hair and skin types and how each type reacts to different chemicals (such as colour products)
- An understanding of fashion trends in hairstyles
- The ability to process payments
- Sales skills
- Business and managerial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer service skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure
- The ability to work in a busy and hectic environment

## Additional qualities

These may include:

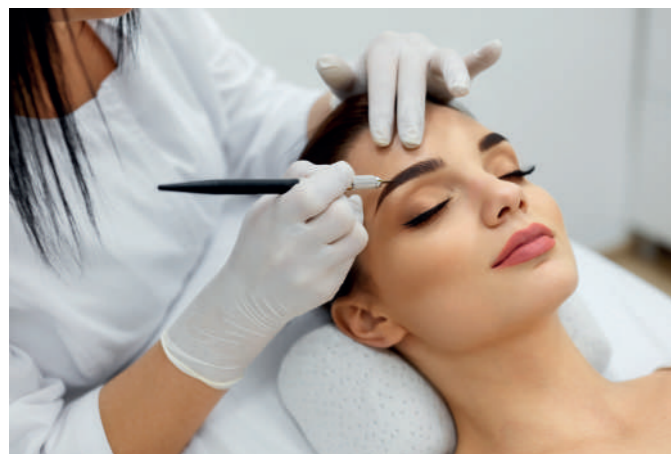
- A well-groomed appearance
- An artistic flair
- Assertiveness
- Attention to detail
- Confidence
- Creativity
- Manual dexterity
- Patience
- The willingness to learn

## Related career opportunities

- Beautician
- Make-up Artist
- Nail Technician
- Sales Representative (Hair Products)
- Skin Care Specialist

# Beautician

**Alternative titles:** Beauty Therapist, Beauty Consultant



## Job description and duties

Beauticians provide facial and body aesthetic and cosmetic treatments. A Beautician is typically expected to:

- Set up appointments with clients
- Give advice, explain and help clients decide on types of treatment and products
- Evaluate client's skin condition and provide skin care treatments for face and body
- Use waxing and other depilation technique to remove unwanted hair
- Apply make-up
- Provide massage services to clients
- Clean equipment and accessories and keep a tidy workstation
- Manage stock, record any shortages and place orders
- Promote and sell treatments and products
- Keep up-to-date with new products, services and techniques

## Work environment

Beauticians usually work in beauty parlours, salons or spas. They generally work a 40 hour week which includes evenings and weekends. Self-employment is an option for Beauticians and some may choose to visit clients in their homes.

Beauticians are usually required to wear a uniform and stand up for extended periods. For health and safety reasons, they may be required to wear protective clothing, such as disposable gloves, during certain treatments.

## Occupation data

Number of employees (2017)	214
Share of foreigners (2017)	36%
Job Outlook (2018 - 2022)	+15%
Median Pay (per annum)	€10,500

## Entry level education / special licences / warrants

To work as a Beautician, one would typically be required to obtain a qualification at MQF Level 3 or higher. Training programmes include:

- Diploma for Beauty Specialists (MCAST) (MQF Level 3)
- Advanced Diploma in Beauty and Complementary Therapies (MCAST) (MQF Level 4)

It is also possible for aspiring Beauticians to start working as an assistant in the field while

studying on a part-time basis to obtain a formal qualification.

Training programmes typically include a strong practical element and training throughout one's career is expected.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Beauticians are expected to have:

- Knowledge of human anatomy, physiology (including skin, hair and nail health) and nutrition
- An understanding and application of different face and body treatments including facials, waxing and hair removal, manicures and pedicures
- The ability to apply make-up and false eyelashes
- Knowledge of different beauty products and related chemical treatments
- The ability to relate to people from a wide variety of backgrounds
- The ability to build positive and long-lasting relationships with clients
- The ability to remain calm and professional in uneasy or unpleasant situations
- The ability to maintain client confidentiality
- Knowledge of hygiene, infection control policies and health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure
- The ability to work independently
- Business and managerial skills (in case of self-employment)

## Additional qualities

These may include:

- A client-oriented approach
- A gentle touch
- A well-groomed appearance
- Accuracy
- Assertiveness
- Attention to detail
- Patience
- Sensitivity
- Tact
- The willingness to learn

## Related career opportunities

- Aromatherapist
- Hairdresser
- Make-up Artist
- Manicurist/Pedicurist
- Masseur/Masseuse
- Nail Technician
- Slimming Consultant
- Spa Attendant



# Masseur/Masseuse



Masseurs/Masseuses typically work by appointment and the number of hours worked each week may vary considerably.

Masseurs/Masseuses may offer evening and weekend appointments to meet the needs of the clients. Self-employed Masseurs/Masseuses may set their own working hours.

## Occupation data

Number of employees (2017)	114
Share of foreigners (2017)	90%
Job Outlook (2018 - 2022)	+17%
Median Pay (per annum)	€8,800

## Entry level education / special licences / warrants

To work as a Masseur/Masseuse, a qualification at MQF Level 4 or higher is typically required. Training programmes include:

- Advanced Diploma in Beauty and Complementary Therapies (MCAST) (MQF Level 4)

Training programmes typically include a strong practical element and training throughout one's career is expected.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

## Job description and duties

Masseurs/Masseuses treat clients by using touch to manipulate the muscles and other soft tissues of the body. A Masseur/Masseuse is typically expected to:

- Administer aesthetic and cosmetic care using relaxing, firming and stimulating techniques
- Clean equipment and accessories and keep a tidy workstation
- Give advice, explain and help clients decide on types of treatment and types of products appropriate to each client
- Manage stock, record any shortages and place orders
- Promote and sell treatments, care and products to customers
- Keep up-to-date with new products and services

## Work environment

Masseurs/Masseuses work in a variety of settings, including spas, clinics, hotels and fitness centres. Self-employed Masseurs/Masseuses may also travel to clients' homes or work from their own homes.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Masseurs/Masseuses are expected to have:

- Knowledge of the body's anatomy, musculoskeletal structure and how the body functions
- Understanding of different body treatments
- Knowledge of different massage techniques and equipment
- The ability to create a relaxing atmosphere
- Business skills and the ability to promote one's services (in case of self-employment)
- The ability to maintain client confidentiality
- Knowledge of hygiene, infection control policies and health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work independently

## Additional qualities

These may include:

- A respectful approach
- A well-groomed appearance

- Arm-hand steadiness
- Assertiveness
- Attention to detail
- Calmness
- Cultural sensitivity
- Empathy
- Patience
- Physical strength and stamina
- Trustworthiness

## Related career opportunities

- Acupuncturist
- Aromatherapist
- Beautician
- Chiropractor
- Massage Therapist
- Physiotherapist

# Nail Technician

**Alternative titles:** Nail Artist, Manicurist, Pedicurist



## Job description and duties

Nail Technicians shape, repair, varnish and decorate clients' nails. A Nail Technician is typically expected to:

- Clean equipment and accessories and keep a tidy workstation
- Give basic treatments such as manicures and pedicures
- Manage stock, record any shortages and place orders
- Apply false nails, extensions and/or various types of nail applications
- Decorate nails with coloured varnish, transfers, gems or glitter
- Repair any damages to false nails/ extensions
- Keep up-to-date with new products and services

## Work environment

Nail Technicians usually work in beauty clinics, salons or nail bars. They generally work a 40 hour week which includes evenings and

weekends. Self-employment is an option for Nail Technicians and some may choose to visit clients in their homes.

## Occupation data

Number of employees (2017)	76
Share of foreigners (2017)	25%
Job Outlook (2018 - 2022)	+15%
Median Pay (per annum)	€9,000

## Entry level education / special licences / warrants

To work as a Nail Technician one would typically require a qualification in Nail Technology, Nail Services or Nail Treatments at MQF Level 2 or higher. Additionally, courses focusing specifically on nail design are also available.

Training programmes typically include a strong practical element and training throughout one's career is expected.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Nail Technicians are expected to have:

- Knowledge of the nail anatomy
- Knowledge of the different types of treatments
- Knowledge of nail care and nail issues and how to tackle them
- The ability to build positive, long-lasting relationships with clients
- Knowledge of hygiene, infection control policies and health and safety procedures

Transferable skills should include:

- Communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work independently

## Additional qualities

These may include:

- A gentle touch
- A sense of initiative
- Arm-hand steadiness
- Assertiveness
- Attention to detail
- Creativity
- Diligence
- Patience
- Precision
- The willingness to learn

## Related career opportunities

- Beautician
- Make-up Artist
- Masseur/Masseuse



# Cleaning and Housekeeping Supervisor in Offices, Hotels and Other Establishments

**Alternative titles:** Executive Housekeeper



## Job description and duties

Cleaning and Housekeeping Supervisors are responsible for overseeing the tasks carried out by a team of Cleaners, Helpers and other housekeeping staff in public and commercial settings. A Cleaning and Housekeeping Supervisor is typically expected to:

- Draw up schedules and rosters for cleaning and housekeeping staff
- Coordinate activities of cleaning and housekeeping staff and ensure time is spent effectively
- Check that the interiors, fixtures and facilities in these establishments are clean and tidy
- Report technical, electrical and mechanical faults to the maintenance staff
- Manage stock levels, record shortages and place orders for cleaning materials and other supplies
- Ensure that minibars are restocked and that items such as drinking glasses and writing equipment are replenished
- Monitor and deal with complaints in an effective manner

- Liaise and coordinate with other departments as required
- Carry out administrative duties
- Ensure health and safety regulations are being adhered to by staff
- Participate in the recruitment and training process of Cleaners, Helpers and other housekeeping staff

## Work environment

Cleaning and Housekeeping Supervisors may be employed directly by the entity/company or by a cleaning contractor. Opportunities are typically available on a full-time and part-time basis. Seasonal opportunities are also typically available. This role may involve working at the same or at different locations, depending on where the staff is providing the cleaning services.

Although Cleaning and Housekeeping Supervisors typically work indoors, depending on the workplace they may also be required to supervise staff in outdoor areas. This role requires one to bend, kneel and stand for long periods of time. One may also be required to move and/or carry furniture, supplies and equipment.

## Occupation data

Number of employees (2017)	448
Share of foreigners (2017)	43%
Job Outlook (2018 - 2022)	+28%
Median Pay (per annum)	€11,600

## Entry level education / special licences / warrants

To work as a Cleaning and Housekeeping Supervisor, experience in cleaning positions, such as a Room Attendant and Cleaner, may be required.

Additionally, if one is seeking work specifically in the hospitality industry, a qualification at MQF Level 4 in Housekeeping would typically be required. Training programmes include:

- Diploma in Rooms Division (ITS) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

Since Cleaning and Housekeeping Supervisors may handle food and beverages, a Food Handling Licence may be required.

A clean Police Conduct Certificate is typically required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Cleaning and Housekeeping Supervisors are expected to have:

- Knowledge of cleaning procedures
- The ability to correctly use cleaning supplies, tools and equipment

- An understanding of customer needs and the ability to meet quality standards
- Supervisory skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Customer care skills
- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving skills and the ability to take timely decisions
- Time management skills and the ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- An energetic and proactive attitude
- Attention to detail
- Diligence
- Efficiency
- Flexibility
- Self-motivation
- Trustworthiness

## Related career opportunities

- Building Caretaker
- Domestic Cleaner and Helper
- Domestic Housekeeper

# Building Caretaker

**Alternative titles:** Janitor, Building Superintendent, Caretaker, Sexton



## Job description and duties

Building Caretakers are responsible for the care and maintenance of commercial, residential, government buildings and other premises. A Building Caretaker is typically expected to:

- Open up the premises in the morning and close the premises at the end of the day (where applicable)
- Monitor security systems and respond to alarms
- Carry out basic maintenance work
- Oversee the work of Cleaners, Maintenance Workers and Tradespeople
- Order cleaning materials and other supplies
- Ensure that emergency repairs are dealt with promptly
- Ensure apertures and doors are locked (where applicable)
- Communicate with management and/or building owners when the need arises
- Interact with staff, tenants and/or visitors if required
- Ensure that safety measures (e.g. the availability of fire extinguishers) are in place

## Work environment

Building Caretakers are required in the public and private sector. Building Caretakers typically work full-time, from Monday to Friday.

## Occupation data

Number of employees (2017)	122
Share of foreigners (2017)	43%
Job Outlook (2018 - 2022)	+47%
Median Pay (per annum)	€11,000

## Entry level education / special licences / warrants

There are no specific requirements to work as a Building Caretaker. However, some technical knowledge and previous experience is usually considered an asset.

A clean Police Conduct Certificate is typically required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Building Caretakers are expected to have:

- The ability to provide housekeeping and maintenance services
- The ability to manage a budget
- Supervisory skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- Customer service skills
- Problem solving and decision making skills
- Time management skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- An energetic attitude
- Attention to detail
- Dependability
- Diligence
- Efficiency
- Flexibility
- Physical stamina
- Self-motivation
- Trustworthiness

## Related career opportunities

- Cleaning and Housekeeping Supervisor
- Domestic Housekeeper
- General Hand
- Handyperson



# Pet Groomer and Animal Care Worker

**Alternative titles:** Animal Care Assistant, Dog Trainer, Veterinary Aide, Kennel Worker



## Job description and duties

Pet Groomers and Animal Care Workers carry out a range of tasks which contribute to keeping domestic and farm animals in a healthy state. A Pet Groomer is typically expected to:

- Communicate with clients about grooming options
- Carry out various tasks including cutting, combing, bathing, blow-drying and styling pets' coats, clipping nails and cleaning ears
- Be on the lookout for any health issues discovered during grooming and inform the client accordingly
- Ensure the pet grooming area/salon is clean, tidy and hygienic

An Animal Care Worker is typically expected to:

- Assist Veterinarians and Veterinary Technicians in their daily duties
- Clean and maintain animal cages and enclosures
- Feed animals and fill water troughs
- Ensure animals get the required daily exercise

- Assist during examinations and treatment by carrying and restraining the animal
- Maintain and update animal records including information on weight and medication given
- Ensure animals are free from parasites by dusting and spraying insecticides
- Clean and sterilize veterinary surgical instruments
- Train animals to develop and maintain desired behaviour
- Order supplies and administer appointments

## Work environment

Pet Groomers and Animal Care Workers may work in a variety of settings including kennels, pet grooming salons, veterinary clinics or animal care centres.

Pet Groomers and Animal Care Workers may work on a full-time or part-time basis. Self-employment is an option for Pet Groomers, who may also choose to provide their services directly at their clients' homes, in addition to working from a pet grooming salon.

This role may not be suitable for people who suffer from allergies.

## Occupation data

Number of employees (2017)	47
Share of foreigners (2017)	38%
Job Outlook (2018 - 2022)	+24%
Median Pay (per annum)	€13,600

## Entry level education / special licences / warrants

To work as a Pet Groomer and Animal Care Worker, a qualification at MQF Level 3 is typically required. Training programmes include:

- Diploma in Animal Care (MCAST) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Pet Groomers and Animal Care Workers are expected to have:

- Knowledge of the different types of domestic animals and pets
- An understanding of common health issues and disorders animals may suffer from
- An understanding of animal behavioural issues
- The ability to deal with animals which are behaving in an aggressive, nervous or fearful manner
- Animal grooming and care procedures and techniques
- Knowledge of grooming standards for different breeds
- The ability to use a variety of tools, instruments and accessories such as electric clippers
- The ability to act in a calm and appropriate manner during emergencies and other stressful situations

- Business and financial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- IT skills
- Customer service skills
- Problem solving skills and the ability to take timely decisions
- Time management skills, multitasking skills and the ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A caring attitude towards animals
- A methodical approach
- A passion for animal welfare
- Accuracy
- Arm-hand steadiness
- Attention to detail
- Dependability
- Diligence
- Flexibility
- Manual dexterity
- Patience
- Physical strength and stamina
- Trustworthiness
- Quick-thinking

## Related career opportunities

- Animal Clinic Manager
- Animal Sanctuary Warden
- Animal Welfare Officer
- Veterinary Nurse

# Animator

**Alternative titles:** Child Animator, Beach Animator, Hotel Animator, Entertainer



## Job description and duties

Animators work to entertain guests or an audience through a variety of activities. An Animator is typically expected to:

- Greet and interact with guests attending the particular activity
- Organise and perform in shows featuring dance, drama, singing or acrobatic acts
- Organise and participate in beach activities such as water and/or beach sports
- Organise fitness sessions related to yoga, aerobics and others
- Organise and facilitate games, ice-breakers and team building activities
- Provide animation (including face painting, arts and crafts, balloon modelling) during children's events or when engaged to supervise children
- Dress up and wear mascot costumes during children's events or other events
- Rehearse and practice for performances and other activities

## Work environment

Animators typically work for hotels, clubs, cruise liners or entertainment companies that organise events. This role may be full-time but

usually is on a part-time basis and tends to be seasonal.

Animators work during all hours of the day, weekends and public holidays. Seasonal work (e.g. working during the summer months) may demand long hours.

## Occupation data

Number of employees (2017)	117
Share of foreigners (2017)	39%
Job Outlook (2018 - 2022)	+36%
Median Pay (per annum)	€9,500

## Entry level education / special licences / warrants

There are no specific education requirements and qualifications to work as an Animator. Usually Animators are competent in any of the following areas, irrelevant of whether they possess official qualifications:

- Performing Arts: drama, singing, music, dance
- Sports/Fitness
- Art

When working in the hospitality industry, knowledge of foreign languages is typically considered an asset.

Additionally, a basic First Aid Certificate may be required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Animators are expected to have:

- Proficiency in a particular area of 'specialisation', e.g. performing arts, sports or art
- The ability to perform in front of an audience
- The ability to manage stressful situations calmly
- The ability to improvise
- The ability to socialise and interact with audience from different cultures

Transferable skills may include:

- Interpersonal skills
- Written communication skills in English and preferably in other foreign languages
- Planning and organisational skills
- Decision making and problem solving skills
- Time management skills and the ability to multitask
- The ability to take decisions on the spot
- The ability to work independently and as part of a team
- The ability to maintain order

## Additional qualities

These may include:

- A good sense of humour
- A sense of initiative
- Creativity
- Energy and enthusiasm
- Patience
- Physical stamina
- Physically fit
- Self-confidence

## Related career opportunities

- Creative and Performance Artist (Actor, Singer or Dancer)
- Host/Hostess



# Stall and Market Salesperson

**Alternative titles:** Street Vendor, Market Trader, Market Hawker, Market Stall Assistant, Stall and Market Owner



## Job description and duties

Stall and Market Salespersons sell products and assist customers in their purchase. They set up a stall in occasional markets (e.g. Christmas markets) or in local markets which are found in villages and towns or other open spaces on a daily or weekly basis. Stall and Market Salespersons may also work from a van. They usually sell food, clothes, accessories, electronics, souvenirs, crafts, toys, household goods and other items.

Depending on the products sold, a Stall and Market Salesperson is typically expected to:

- Set up and dismantle the stall
- Display goods on the stall
- Serve and advise customers on products for sale
- Receive payment and give change to customers
- Maintain and develop relationships with returning and new customers
- Deal with customer complaints
- Carry out stock takes and order new stock

If a Stall and Market Salesperson is also the owner, one would be expected to:

- Deal with suppliers and buy products at agreed prices
- Clean the stall/van
- Keep records of goods bought and sold
- Keep up-to-date with trading laws and local regulations
- Be innovative to attract more business

## Work environment

Stall and Market Salespersons work outside, selling goods from stalls or vans. Stalls tend to be positioned in strategic places around Malta and Gozo. Stall and Market Salespersons work in different weather conditions throughout the year.

Stall and Market Salespersons usually work full-time. Self-employment is common and Stall and Market Salespersons typically manage their own stall. One is typically required to work long hours including early mornings and weekends.

## Occupation data

Number of employees (2017)	111
Share of foreigners (2017)	5%
Job Outlook (2018 - 2022)	+16%
Median Pay (per annum)	€10,700

## Entry level education / special licences / warrants

There are no specific educational requirements to work as a Stall and Market Salesperson. Work-related experience and attitude tend to be given considerable weight by employers.

On-the-job experience will enable the Stall and Market Salesperson to develop the right skills and possibly progress to owning their own stall/van.

If the stall/van sells food, it is mandatory to be in possession of a Hazard Analysis and Critical Control Point (HACCP) certificate, a Food Handling Licence and other trading licences.

For further details on specific licences, it is advisable to consult the Commerce Department.

For related training offered by educational institutions, including Jobsplus it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Stall and Market Salespersons are expected to have:

- Knowledge of the products being sold
- Selling skills and techniques, including the ability to upsell
- Marketing skills and the ability to attract new customers (in case of self-employment)
- The ability to negotiate and persuade
- Business and financial skills (in case of self-employment)
- The ability to engage with the local community

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and/or English

- Customer care skills
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- The ability to work under pressure during peak times
- The ability to work independently

## Additional qualities

These may include:

- A flair for sales
- A sense of initiative
- A sociable personality
- A well-groomed appearance
- An entrepreneurial mindset
- Assertiveness
- Confidence
- Diligence
- Efficiency
- Enthusiasm
- Flexibility
- Patience
- Trustworthiness

## Related career opportunities

- Sales Demonstrator and Representative
- Shopkeeper
- Shop Salesperson/Retailer
- Shop Supervisor
- Street Food (Kiosk) Salesperson
-

# Shopkeeper/Retailer

**Alternative titles:** Shop Manager, Shop Proprietor, Shop Owner, Grocer, Newsagent



## Job description and duties

Shopkeepers/Retailers own or run a small shop. Shops may vary in the products they sell and may include retail stores, ironmongers, grocery stores, electronic stores and more. A Shopkeeper/Retailer is typically expected to:

- Develop and maintain a positive relationship with repeat, potential and new customers
- Assist customers face-to-face, via phone and virtual means such as e-mail and social media
- Process cash and card payments
- Carry out stocktake duties and order new stock
- Deal with suppliers and buy products at agreed prices
- Keep records of goods bought and sold
- Design the layout of the shop's display to attract customers
- Keep up-to-date with competitors' prices and products
- Handle feedback and complaints

## Work environment

Shopkeepers/Retailers usually work full-time and are typically required to work long hours including evenings and weekends. One may be required to work on split shift basis. Longer working hours may be required during the festive season and sales periods.

Shopkeepers/Retailers may be expected to stand for long periods, carry heavy stock, clean the premises or specific areas and stack products in the shop.

## Occupation data

Number of employees (2017)	2,208
Share of foreigners (2017)	6%
Job Outlook (2018 - 2022)	+16%
Median Pay (per annum)	€11,400

## Entry level education / special licences / warrants

Although qualifications are useful, work-related experience and attitude tend to be given considerable weight by employers. Shopkeepers/Retailers would usually have gained experience in retail prior to managing and/or owning a shop.

Nonetheless, a qualification at MQF Level 3 or higher in Business or related subjects may be required by some employers. Training programmes include:

- Diploma in Business (MCAST) (MQF Level 3)
- Advanced Diploma in Marketing (MCAST) (MQF Level 4)
- Advanced Diploma in Business Administration (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

Trading licences may be required. For further details on specific licences, it is advisable to consult the Commerce Department. In the case of grocery stores, HACCP (Hazard Analysis and Critical Control Point) certification and a Food Handling Licence is also needed.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Shopkeepers/Retailers are expected to have:

- Commercial awareness and business skills
- Knowledge of the products being promoted
- Knowledge of competitors' products and services
- Knowledge of consumer rights
- Knowledge of trading laws and local regulations
- Selling skills and techniques, including the ability to upsell
- Marketing skills and the ability to attract new customers

- Personnel management skills (where applicable)
- The ability to build long-lasting business relationships
- The ability to understand customers' needs
- Financial management skills
- The ability to negotiate and persuade
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and/or English
- Customer service skills
- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure and in a hectic environment
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A flair for sales
- A sense of initiative
- A sociable personality
- A well-groomed appearance
- An entrepreneurial mindset
- Assertiveness
- Charisma
- Confidence
- Diligence
- Enthusiasm
- Efficiency
- Flexibility
- Patience
- Trustworthiness



### Related career opportunities

- Commercial Sales Representative
- Distributor
- Franchise Owner

- Merchandiser
- Sales Manager
- Shop Supervisor
- Wholesale and Retail Trade Manager

# Shop Supervisor

Occupation Code: 5222

**Alternative titles:** Outlet Supervisor, Retail Supervisor, Store Supervisor, Sales Floor Supervisor



### Job description and duties

Shop Supervisors plan, coordinate and monitor all activities of sales workers. While duties are expected to vary depending on the products and/or services being sold and the size of the establishment, a Shop Supervisor is typically expected to:

- Plan and prepare work schedules and assign staff to specific duties
- Participate in the recruitment and training of staff members
- Lead the team to achieve sales targets
- Carry out performance reviews
- Follow and check records of goods bought and sold
- Carry out stocktaking duties and order new stock

- Ensure that merchandising and replenishment is done in line with company standards
- Design the layout of the shop's display to attract customers
- Follow-up sales leads
- Provide sales reports to managers
- Plan special promotions and keep staff informed
- Serve and advise customers via different ways including face-to-face, phone or virtual means such as e-mail and social media
- Process cash and card payments
- Handle feedback and complaints

### Work environment

Shop Supervisors usually work on a full-time basis and may be required to work evenings and Sundays depending on the shop's opening hours. One may also be required to work on split shift basis. Shop Supervisors may be expected to work longer hours during the festive season and sales periods.

A Shop Supervisor's duties require one to spend time both in the shop and in an office.

### Occupation data

Number of employees (2017)	236
Share of foreigners (2017)	22%
Job Outlook (2018 - 2022)	+17%
Median Pay (per annum)	€10,900

### Entry level education / special licences / warrants

Although qualifications are useful, work-related experience and attitude tend to be given considerable weight by employers. Shop Supervisors would usually have gained experience in a Sales Assistant position prior to managing a shop.

Nonetheless, a qualification at MQF Level 3 or higher in Business or related subjects may be required by employers. Training programmes include:

- Diploma in Business (MCAST) (MQF Level 3)
- Advanced Diploma in Marketing (MCAST) (MQF Level 4)
- Advanced Diploma in Business Administration (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

Although experience in a retail position is typically required in order to progress to a supervisory position, on-the-job training is often provided by the employer.

### Knowledge and skills

Shop Supervisors are expected to have:

- Commercial awareness and business skills
- Knowledge of the products being promoted
- Knowledge of competitors' products and services
- Knowledge of consumer rights
- Knowledge of trading laws and local regulations
- Selling skills and techniques, including the ability to upsell
- Marketing skills and the ability to attract new customers
- Personnel management skills
- The ability to lead and motivate a team to reach targets
- The ability to build long-lasting business relationships
- The ability to understand customers' needs
- Financial management skills
- The ability to negotiate and persuade
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Customer service skills
- Numeracy skills
- IT skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- A flair for sales
- A sense of initiative

- A sociable personality
- A well-groomed appearance
- An entrepreneurial mindset
- Assertiveness
- Charisma
- Confidence
- Diligence
- Efficiency
- Enthusiasm
- Flexibility

- Patience
- Trustworthiness

#### Related career opportunities

- Sales and Marketing Executive
- Sales Demonstrator and Representative
- Selling and Sales Coordinator
- Shop Manager
- Shopkeeper/Retailer

- Suggest displays to the Retail Manager
- Make a sketch or model of the display
- Purchase or create props for the display
- Assemble the display using a variety of materials
- Replace signage and window displays on a regular basis
- Take photographs of displays and signage and report to the mother company in line with company policies
- Share photographs of displays with other brand outlets to ensure that the required standards are followed

business, sales and marketing, management or commerce. Fashion, art and design are relevant areas for Visual Merchandisers. Training programmes include:

- Advanced Diploma in Business Administration (MCAST) (MQF Level 4)
- Advanced Diploma in Marketing (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence is required for this role and a company car may be provided by the employer. Otherwise, own transport would be required.

Once employed, on-the-job training is usually offered by the employer.

#### Knowledge and skills

Merchandisers are expected to have:

- Commercial and business awareness
- The ability to negotiate and network successfully
- The ability to adapt to different client needs and to develop and maintain successful working relationships
- Knowledge of sales and marketing techniques, as well as consumer psychology
- The ability to keep updated with regards to

Occupation Code: 5223

## Merchandiser

**Alternative titles:** Visual Merchandiser, Retail Merchandiser, Sales Merchandiser, Merchandising Coordinator



- Ensure products are located in the appropriate outlets and that the required stock levels are available
- Ensure that products are priced at the appropriate value
- Seek information on customers' reactions to products
- Liaise with the marketing department to develop marketing initiatives and oversee promotional campaigns
- Monitor competitors' products and pricing strategies
- Put forward recommendations for new merchandise
- Detect and resolve any manufacturing and supply issues

Merchandisers may be Visual Merchandisers, in which case they are exclusively responsible for the display of products in outlets and would be expected to:

#### Job description and duties

Merchandisers are responsible for devising a strategy to maximise sales and profits for a company. Although duties vary according to sector and company, a Merchandiser is typically expected to:

- Assist Purchasing Agents to plan the type of merchandise required and how much stock is needed

#### Work environment

Merchandisers are required in retail outlets, department stores, supermarkets and distributors. They divide their time between the office and visiting different establishments.

Usually the role is on a full-time basis from Monday to Friday, although part-time opportunities may be available. Merchandisers may be expected to work on Saturdays and/or Sundays and for longer hours during busy periods.

#### Occupation data

Number of employees (2017)	118
Share of foreigners (2017)	12%
Job Outlook (2018 - 2022)	+16%
Median Pay (per annum)	€10,800

#### Entry level education / special licences / warrants

Although there are no specific educational requirements to work as a Merchandiser, a qualification at MQF Level 4 or higher in a relevant area is usually required depending on the sector. Relevant areas may include



# Sales Assistant (Pharmacy)

- new products on the market
- The ability to display products in an attractive manner
- Knowledge of Microsoft Excel

Transferable skills should include:

- Interpersonal skills
- IT skills
- Numeracy skills
- Presentation skills
- Problem solving and decision making skills
- Organisational and planning skills
- The ability to multitask
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A flair for design
- A sense of initiative
- A well-groomed appearance
- Adaptability
- Attention to detail
- Creativity
- Critical thinking skills

## Related career opportunities

- Commercial Sales Representative
- Market Research Analyst
- Purchasing Agent
- Purchasing Manager
- Sales and Marketing Manager
- Shopkeeper/Retailer
- Supply Chain Manager
- Warehouse Manager
- Wholesale and Retail Trade Manager

**Alternative titles:** Retail Assistant, Shop Assistant, Salesperson, Pharmacy Assistant



- Clean shelving before opening and after closing time

In certain cases, Pharmacy Sales Assistants may also be in charge of opening and/or closing the outlet.

## Work environment

Pharmacy Sales Assistants work from Monday to Saturday. Working on Sundays and on public holidays may also be required. While such positions are typically on a full-time basis, part-time work may be available. One may be expected to work longer hours during the festive season.

Working as a Pharmacy Sales Assistant requires standing up for extended periods. The lifting and moving of heavy boxes may also be required from time to time.

## Job description and duties

Pharmacy Sales Assistants work in community pharmacies selling a range of products. A Pharmacy Sales Assistant is typically expected to:

- Maintain and develop relationships with repeat customers
- Serve and advise customers on different products including cosmetics, toiletries and baby products
- Educate customers on how to use products
- Operate a cash register and handle cash and card payments
- Carry out administrative duties such as inputting and filing of invoices, filing of prescriptions and answering phone calls
- Carry out stocktaking duties and place orders for new stock
- Check orders upon delivery and attach price labels to new stock
- Manage product displays and replenish stock on shelves
- Maintain a high level of tidiness and hygiene
- Handle customer complaints or refer complaints to the managing Pharmacist or Pharmacy Manager

## Occupation data

Number of employees (2017)	501
Share of foreigners (2017)	3%
Job Outlook (2018 - 2022)	+15%
Median Pay (per annum)	€10,900

## Entry level education / special licences / warrants

Although qualifications are useful, experience and attitude tend to be given considerable weight by employers.

# Salesperson (Car)

Nonetheless, a qualification at MQF Level 3 may be required. Training programmes include:

- Diploma in Business (MCAST) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Pharmacy Sales Assistants are expected to have:

- Knowledge of the products they are promoting
- The ability to translate technical jargon into everyday language
- Selling skills and techniques, including the ability to upsell
- The ability to understand customers' needs
- The ability to engage with the local community

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and English
- IT skills
- Numeracy skills
- Customer care skills
- Organisational and planning skills
- The ability to work in a team
- The ability to work under pressure and in a hectic environment

## Additional qualities

These may include:

- A flair for sales
- A keen interest in beauty, cosmetics and healthcare
- A meticulous approach
- A sense of initiative
- A sociable personality
- A well-groomed appearance
- Confidence
- Diligence
- Efficiency
- Flexibility
- Integrity
- Patience
- Tact
- Trustworthiness

## Related career opportunities

- Customer Care Representative
- Sales Representative
- Shop Supervisor
- Shopkeeper/Retailer

**Alternative titles:** Auto Salesperson, Car/Auto Sales Representative, Car/Auto Sales Executive, Car/Auto Sales Consultant, Showroom Assistant



## Work environment

Salespersons (Car) typically work on a full-time basis from Monday to Saturday. In addition to working directly with clients in the showroom, Salespersons (Car) also carry out a number of duties which are office-based.

One may be expected to work longer hours in accordance with sales exigencies, such as when working during trade fairs and open days.

## Job description and duties

Salespersons (Car) operate from a showroom and sell new or used cars. A Car Salesperson is typically expected to:

- Discuss and understand customer requirements and budgets
- Provide information and answer queries about different vehicles
- Demonstrate vehicles' features
- Organise test drives
- Keep contact with the customer throughout the sales process
- Negotiate the price with the customer
- Prepare the necessary documentation including the sales agreement
- Discuss financing options and terms and conditions with the customer
- Update stock records and submit orders for new and/or used vehicles
- Ensure that the vehicles are clean
- Organise display of vehicles
- Ensure a high quality after sales service

## Occupation data

Number of employees (2017)	102
Share of foreigners (2017)	10%
Job Outlook (2018 - 2022)	+21%
Median Pay (per annum)	€10,900

## Entry level education / special licences / warrants

Although qualifications are useful, experience and attitude tend to be given considerable weight by employers.

Nonetheless, a qualification at MQF Level 2 or higher in Business or related subjects may be required by employers. Training programmes include:

- Foundation Certificate in Business (MCAST) (MQF Level 2)
- Diploma in Business (MCAST) (MQF Level 3)
- Advanced Diploma in Marketing (MCAST) (MQF Level 4)



# Salesperson (Shop)

- Advanced Diploma in Business Administration (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

Salespersons (Car) are required to be in possession of a valid driving licence.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Salespersons (Car) are expected to have:

- An understanding of the automotive business
- Knowledge of car models, features and prices
- Knowledge of competitor car models, features and prices
- The ability to explain automotive-related technical information
- The ability to act in line with the vehicle manufacturers' brand standards
- Knowledge of local insurance and road licence procedures
- Awareness of available vehicle-related schemes
- The ability to reach sales targets (where applicable)
- Selling skills and techniques, including the ability to upsell
- The ability to understand customers' needs
- Negotiation skills

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and English
- Customer care skills
- IT skills
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- The ability to work independently and as part of a team
- The ability to work under pressure

## Additional qualities

These may include:

- A flair for sales
- A high level of motivation and drive
- A sense of initiative
- A sociable personality
- A well-groomed appearance
- An interest in automobiles
- Assertiveness
- Charisma
- Confidence
- Diligence
- Efficiency
- Enthusiasm
- Flexibility
- Patience
- Trustworthiness

## Related career opportunities

- Car Auto-Dealer
- Car Rental Agent
- Commercial Sales Representative
- Sales Manager

**Alternative titles:** Retail Assistant, Shop Assistant, Sales Assistant, Store Assistant, Outlet Assistant



## Job description and duties

Salespersons (Shop) assist customers in choosing products and/or services and collect payments for their purchase/s. They are required in various types of outlets, to sell a product or service. Depending on the products and/or services available, a Salesperson (Shop) is typically expected to:

- Serve and advise customers on products and/or services
- Educate customers on how to use and care for products and/or services
- Ensure that products are in an excellent condition
- Ensure that shelving and displays are up to standard, clean, neat and presentable
- Merchandise products in line with company and brand standards
- Market other company brands and try to upsell
- Carry out stocktake duties and order new stock
- Process payments including cash, card and cheque payments

- Deal with returns
- Know their customer's needs
- Maintain and develop relationships with returning and new customers
- Handle customer complaints
- Provide after sales service
- Attend training on new products and/or services

## Work environment

Salespersons (Shop) work on a full-time or part-time basis from Monday to Saturday. Salespersons may be required to work evenings and Sundays depending on the shop's opening hours. One may also be required to work on split shift basis. Salespersons (Shop) may be expected to work longer hours during the festive season and sales periods.

Working as a Salesperson (Shop) requires standing up for extended periods. Lifting and carrying heavy items may also be required.

## Occupation data

Number of employees (2017)	7,092
Share of foreigners (2017)	12%
Job Outlook (2018 - 2022)	+15%
Median Pay (per annum)	€9,800

## Entry level education / special licences / warrants

Although qualifications are useful, work-related experience and attitude tend to be given considerable weight by employers.

# Cashier and Ticket Clerk

Nonetheless, a qualification at MQF Level 2 or higher in Business or related subjects may be required by some employers. Training programmes include:

- Foundation Certificate in Business (MCAST) (MQF Level 2)
- Diploma in Business (MCAST) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Salespersons (Shop) are expected to have:

- Knowledge of the products and/or services available at the outlet
- The ability to explain technical information in simple language
- Knowledge of competitors' products or services
- The ability to reach sales targets (where applicable)
- Selling skills and techniques, including the ability to upsell
- The ability to understand the needs of different customers
- The ability to negotiate and persuade (depends on product/service being sold)
- The ability to engage with the local community (where applicable)

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and/or English
- Customer care skills
- IT skills
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- The ability to work independently and as part of a team
- The ability to work under pressure and in a hectic environment

## Additional qualities

These may include:

- A flair for sales
- A sense of initiative
- A sociable personality
- A well-groomed appearance
- Assertiveness
- Charisma
- Confidence
- Diligence
- Efficiency
- Enthusiasm
- Flexibility
- Patience
- Trustworthiness

## Related career opportunities

- Commercial Sales Representative
- Contact Centre Salesperson
- Sales Demonstrator and Representative
- Sales Manager
- Shop Manager
- Shop Supervisor
- Telesales Representative

**Alternative titles:** Cashier, Retail Cashier, Ticket Assistant, Cash Assistant, Cashier Clerk, Cash Office Clerk, Ticket Booth Clerk, Box Office Clerk



## Job description and duties

Cashiers and Ticket Clerks are required in settings such as retail outlets, supermarkets, department stores, museums, theatres, cinemas and restaurants. A Cashier and Ticket Clerk is typically expected to:

- Operate cash registers or other equipment used for the purchase of goods and services
- Count money in the cash register at the beginning of each shift, ensure amount is correct and that sufficient change is available
- Receive and verify payment by cash, cheque, credit cards or vouchers
- Issue receipts, refunds, credits or change due
- Issue tickets (where applicable)
- Process returns and exchanges
- Maintain clean and orderly checkout areas
- Replenish goods on display (where applicable)
- Assist customers by providing technical product or service information
- Handle customer complaints directly and refer them to the Supervisor when required

- Reconcile records of sales or other financial transactions
- Keep up-to-date with special offers and promotions
- Report discrepancies or any other issues to the Supervisor
- Assist with general office work (where applicable)

During less busy periods, Cashiers and Ticket Clerks may be assigned other duties.

## Work environment

Cashiers and Ticket Clerks typically work on a full-time basis from Monday to Saturday/Sunday. Casual and part-time work may also be available. Working during evenings and public holidays may also be required. One may be expected to work longer hours during the festive season and sales periods.

## Occupation data

Number of employees (2017)	1,056
Share of foreigners (2017)	13%
Job Outlook (2018 - 2022)	+18%
Median Pay (per annum)	€9,900

## Entry level education / special licences / warrants

Although qualifications are useful, experience and attitude tend to be given considerable weight by employers.



# Sales Demonstrator and Representative

Nonetheless a School Leaving Certificate may be sufficient to work as a Cashier and Ticket Clerk. Additionally, a qualification at MQF Level 2 or higher in Business or related subjects may be useful to gain the required skills. Training programmes include:

- Foundation Certificate in Business (MCAST) (MQF Level 2)
- Diploma in Business (MCAST) (MQF Level 3)

A Food Handling Licence is required if food and beverage products are being sold.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually provided by the employer.

## Knowledge and skills

Cashiers and Ticket Clerks are expected to have:

- Knowledge of the products and services the company is promoting
- The ability to operate a cash register
- The ability to wrap customers' purchases

Transferable skills should include:

- Interpersonal skills
- Customer care skills
- Planning and organisational skills
- The ability to multitask
- IT skills

- Numeracy skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A welcoming attitude
- A well-groomed appearance
- Accuracy
- An eye for detail
- Efficiency
- Flexibility
- Patience
- Sociability
- Trustworthiness

## Related career opportunities

- Customer Service Representative
- Merchandiser
- Sales Assistant
- Shelf Stacker
- Shop Supervisor
- Stock Clerk and Controller
- Telesales Representative

**Alternative titles:** Promoter, Product Demonstrator, Store Demonstrator, Sales Advisor



## Job description and duties

Sales Demonstrators and Representatives are responsible for conducting promotions and product samplings at commercial premises and/or households with the aim of increasing sales. They are most commonly found in supermarkets, pharmacies, department stores and also during fairs or exhibitions. A Sales Demonstrator and Representative is typically expected to:

- Set up a stall and replenish goods on display
- Distribute samples, flyers and other informational material
- Entice customers to try the product on offer
- Inform prospective customers of current promotional offers
- Educate customers on how to use and care for the product/s
- Handle customer queries and complaints, and provide after sales service
- Maintain and develop relationships with current and new customers
- Liaise with the company distributing the product/s

## Work environment

Sales Demonstrators and Representatives are required to work for product distributors and spend their time in a variety of commercial premises and/or households. They may work on a full-time, part-time or casual basis. Freelance work may also be an option. Working during evenings and on Sundays may be required. One may be expected to work longer hours during the festive season and sales periods.

Working as a Sales Demonstrator and Representative requires standing up for extended periods. The demands of this role may also require Sales Demonstrators and Representatives to move from one location to another during the same shift.

## Occupation data

Number of employees (2017)	895
Share of foreigners (2017)	17%
Job Outlook (2018 - 2022)	+22%
Median Pay (per annum)	€12,100

## Entry level education / special licences / warrants

Although qualifications are useful, experience and attitude tend to be given considerable weight by employers.

Nonetheless, a qualification at MQF Level 2 or higher in Business or related subjects may be required by employers. Training programmes include:

# Contact Centre Salesperson

- Foundation Certificate in Business (MCAST) (MQF Level 2)
- Diploma in Business (MCAST) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

A Food Handling Licence is required if food and beverage products are being promoted. A valid driving licence and own transport may also be required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Sales Demonstrators and Representatives are expected to have:

- Knowledge of the product being promoted
- Knowledge of competitors' products
- The ability to explain technical information in simple language
- The ability to observe and act in line with the brand's standards
- The ability to reach sales targets
- Presentation skills and techniques
- Selling skills and techniques, including the ability to upsell
- Marketing skills and the ability to attract new customers
- The ability to understand customers' needs
- The ability to build long-lasting business relationships

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and English
- Customer care skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure
- The ability to work alone with minimal supervision

## Additional qualities

These may include:

- A flair for sales
- A sense of initiative
- A sociable personality
- A well-groomed appearance
- Assertiveness
- Charisma
- Confidence
- Diligence
- Efficiency
- Enthusiasm
- Flexibility
- Patience
- Trustworthiness

## Related career opportunities

- Contact Centre Salesperson
- Customer Service Representative
- Door-to-Door Sales Representative
- Merchandiser
- Sales Assistant
- Sales Executive
- Sales Supervisor
- Telemarketer

**Alternative titles:** Telephone Salesperson, Telemarketer, Telephone Sales Agent, Telesales Representative, Call Centre Salesperson, Internet Salesperson



## Job description and duties

Contact Centre Salespersons promote or sell services and products by telephone and/or virtual communication means such as live chats. Contact Centres can be either inbound (receiving calls) or outbound (making calls to businesses or individuals). Depending on the employer, a Contact Centre Salesperson is typically expected to:

- Maintain and develop relationships with existing and new customers
- Cold call to set meetings with potential customers
- Respond to enquiries
- Gather market and customer information
- Negotiate on price, terms, costs, delivery and specifications
- Advise on forthcoming product developments and discuss special promotions
- Make accurate, rapid cost calculations and provide customers with quotations
- Keep records of sales
- Meet sales targets within specific time limits
- Provide after sales service

## Work environment

Contact Centre Salespersons generally work in call centres, on a full-time or part-time basis. Working on shift basis, including weekends, may be required in call centres which are open 24/7. Organisations may also provide Contact Centre Salespersons the opportunity to work from home or a mobile office.

Working as a Contact Centre Salesperson typically involves sitting for relatively long periods of time and coping with sound or noise that may be distracting.

## Occupation data

Number of employees (2017)	138
Share of foreigners (2017)	52%
Job Outlook (2018 - 2022)	+41%
Median Pay (per annum)	€13,300

## Entry level education / special licences / warrants

Although qualifications are useful, work-related experience and attitude tend to be given considerable weight by employers.

Nonetheless, a qualification at MQF Level 3 in Business or related subjects may be required by some employers. Additionally, entry requirements may depend on the type of service or product being sold. For instance, if insurance policies are being sold, then



# Petrol Pump Attendant

related qualifications may be required. Training programmes include:

- Diploma in Business (MCAST) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Contact Centre Salespersons are expected to have:

- Knowledge of the product or service they are promoting
- The ability to explain technical information in everyday language
- Knowledge of competitors' services
- The ability to reach sales targets (where applicable)
- Selling skills and techniques, including the ability to upsell
- The ability to build long-lasting business relationships
- Telephone skills, including the ability to speak clearly
- Typing skills
- The ability to understand the needs of different customers
- The ability to negotiate and persuade

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- IT skills
- Customer care skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A flair for sales
- A high level of motivation and drive
- A sense of initiative
- A sociable personality
- A well-groomed appearance
- Assertiveness
- Charisma
- Confidence
- Diligence
- Efficiency
- Enthusiasm
- Flexibility
- Patience
- Trustworthiness

## Related career opportunities

- Call Centre Manager
- Call Centre Team Leader
- Contact Centre Information Clerk
- Customer Care Representative
- Market Research Interviewer
- Retail Sales Assistant
- Sales Executive

**Alternative title:** Service Station Attendant



## Job description and duties

Petrol Pump Attendants are responsible for the day-to-day running of service stations. A Petrol Pump Attendant is typically expected to:

- Check fuel storage tank levels
- Refuel customers' motor vehicles
- Check tyre pressure and pump tyres
- Perform minor maintenance such as checking for oil and radiator fluid and refilling if necessary (where applicable)
- Check windscreen wipers and refit if necessary (where applicable)
- Take payment and give change
- Perform stocktake and order new stock (where applicable)
- Promote and sell products such as car accessories (where applicable)
- Wash cars (where applicable)

## Working environment

Petrol Pump Attendants work in service stations, outdoors and in all types of weather conditions. Due to the nature of their work,

Petrol Pump Attendants may be exposed to fuel fumes. Occasionally, Petrol Pump Attendants may be requested to work within service station shops or garage environments.

Petrol Pump Attendants typically work full-time on shift basis from Monday to Saturday.

## Occupation data

Number of employees (2017)	115
Share of foreigners (2017)	4%
Job Outlook (2018 - 2022)	+17%
Median Pay (per annum)	€9,100

## Entry level education / special licences / warrants

In order to work as a Petrol Pump Attendant, candidates should ideally be in possession of a School Leaving Certificate. Certificates in basic First Aid and basic Firefighting may be considered an asset.

Employers may also request a clean Police Conduct Certificate.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Petrol Pump Attendants are expected to have:

- Money handling skills
- Basic knowledge related to automotive operations
- Knowledge of health and safety procedures

# Cheese Counter Assistant (Supermarket)

Transferable skills should include:

- Interpersonal skills
- Communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A practical orientation
- An interest in vehicles
- Diligence
- Efficiency
- Patience
- Trustworthiness

## Related career opportunities

- Car Wash Attendant
- Delivery Person
- Service Station Supervisor

**Alternative titles:** Delicatessen Counter Assistant, Deli Counter Assistant, Counter Salesperson



- Prepare pre-packed items
- Help customers choose cheeses and other related products and advise them on how to serve them with other food products
- Slice, cut, weigh and price orders
- Sharpen and maintain knives and other equipment
- Keep the workplace clean and hygienic
- Take payment for products (where applicable)

## Work environment

Cheese Counter Assistants typically work full-time on shift basis. Part-time opportunities may also be available. Working hours may vary depending on the shift roster. Longer hours and different shifts may be in place during festive seasons.

Cheese Counter Assistants may expect to stand for long hours and to carry heavy products into fridges.

## Job description and duties

Cheese Counter Assistants prepare and sell food requiring little preparation for serving such as cheeses, cold cuts, dairy products and salads at delicatessen counters within mini-markets and supermarkets. A Cheese Counter Assistant is typically expected to:

- Manage stock, record shortages and place orders
- Receive deliveries, control state and storage of perishable products and remove unsalable goods from the counter
- Move stock to cold storage areas
- Control freshness by using first in, first out principle
- Create product displays
- Ensure that shelves are filled at all times

## Occupation data

Number of employees (2017)	252
Share of foreigners (2017)	14%
Job Outlook (2018 - 2022)	+18%
Median Pay (per annum)	€9,700



# Rental Sales Worker

## Entry level education / special licences / warrants

To work as a Cheese Counter Assistant, one needs to be in possession of a Food Handling Licence, a Food Hygiene Certificate and a Hazard Analysis and Critical Control Point (HACCP) certificate.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Cheese Counter Assistants are expected to have:

- Knowledge of different cheeses, cold meats and other products sold at the counter
- Knowledge of how food items may be used in recipes
- Knowledge of how to safely use knives and other equipment
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Customer care skills
- Numeracy skills
- Organisational skills
- Time management skills
- The ability to work under pressure and in a hectic environment
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A smart appearance
- An interest in delicatessen products
- Attention to detail
- Confidence
- Flexibility
- Friendliness
- Willingness to help
- Patience

## Related career opportunities

- Baker, Pastry Cook and Confectionery Maker
- Butcher
- Coffee Shop Assistant
- Commercial Sales Representative (Food Products)
- Salesperson (Shop)
- Shelf Stacker
- Shopkeeper
- Supermarket Supervisor

**Alternative titles:** Rental Salesperson, Rental Sales Agent, Letting Consultants



## Job description and duties

Rental Sales Workers assist customers in rental outlets or branches. Rentals may include property, vehicles, equipment, attire and more. Although duties will vary according to type of product, a Rental Sales Worker is typically expected to:

- Maintain and develop relationships with existing, potential and new customers
- Respond to enquiries and provide advice to customers
- Provide customers with quotations
- Negotiate terms and conditions of agreements and contracts
- Enter all bookings in an accounting system
- Ensure that products are in good condition prior to renting them out
- Educate customers on how to use and care for rental products
- Coordinate delivery and pick-up of rental products (if applicable)
- Keep records of rentals
- Process payments including cash, card and cheque payments
- Deal with return of rental products and check condition upon return

- Receive and handle customer complaints
- Assist in promotional activities
- Provide continuous support to regular customers

## Work environment

Rental Sales Workers typically work on a full-time or part-time basis spread over the rental outlet's opening hours. Working during evenings and on Sundays may be required. In the case of property rental, Rental Sales Workers may also be self-employed and work flexible hours.

Depending on type of rental, the demands of this role may also require Rental Sales Workers to move from one location to another, for instance when meeting clients on-site for rental property viewing.

## Occupation data

Number of employees (2017)	419
Share of foreigners (2017)	24%
Job Outlook (2018 - 2022)	+21%
Median Pay (per annum)	€11,300

## Entry level education / special licences / warrants

Although qualifications are useful, experience and attitude tend to be given considerable weight by employers.

Nonetheless, a qualification at MQF Level 3 in Business or related subjects may be required

# Child Care Worker

by some employers. Training programmes include:

- Diploma in Business (MCAST) (MQF Level 3)
- Advanced Diploma in Marketing (MCAST) (MQF Level 4)
- Award in Real Estate Tourism (ITS) (MQF Level 5)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Rental Sales Workers are expected to have:

- Knowledge of the rental product being promoted and the market the company is operating in
- The ability to explain technical information in everyday language
- Awareness of competitors' products/services
- Knowledge of consumer rights
- The ability to reach sales targets (where applicable)
- Selling skills and techniques, including the ability to upsell
- Marketing skills and the ability to attract new customers
- The ability to build long-lasting business relationships
- The ability to understand the needs of

- different customers
- The ability to negotiate and persuade

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and English
- Customer service skills
- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A flair for sales
- A high level of motivation and drive
- A sense of initiative
- A sociable personality
- A well-groomed appearance
- Assertiveness
- Charisma
- Confidence
- Diligence
- Efficiency
- Enthusiasm
- Flexibility
- Patience
- Trustworthiness

## Related career opportunities

- Car Salesperson
- Commercial Sales Representative
- Sales and Marketing Manager
- Sales Demonstrator and Representative
- Shop Supervisor

**Alternative titles:** Child Carer, Child Care Practitioner



## Job description and duties

Child Care Workers provide care and supervision for children and attend to their basic needs. A Child Care Worker is typically expected to:

- Assist children with everyday activities such as eating and using the bathroom
- Change nappies and prepare bottles for babies
- Accompany children outdoors for recreation or on trips
- Keep area clean and tidy
- Decorate the child care facilities to create a warm, friendly and safe environment
- Interact with children in a creative way
- Manage children's behaviour and development
- Observe and monitor children's play activities
- Be aware of the health condition of the child and observe mood swings and behaviour changes

## Work environment

Child Care Workers may be employed in child care centres and schools in the private and public sector. They may also be self-employed and operate their own child care centre.

Child Care Workers may work full or part-time and may work on shift basis. Working as a Child Care Worker normally involves lifting, carrying and various other physical activities.

## Occupation data

Number of employees (2017)	1,050
Share of foreigners (2017)	9%
Job Outlook (2018 - 2022)	+18%
Median Pay (per annum)	€12,000

## Entry level education / special licences / warrants

To work as a Child Care Worker, a qualification at MQF Level 4 is required. Training programmes include:

- Advanced Diploma in Children's Care, Learning and Development (MCAST) (MQF Level 4)

Short courses include:

- VET Award in Child Care (0-3 years) (Jobsplus) (MQF Level 4)

Additionally, Child Care Workers require:

- A clean Police Conduct Certificate



# Nanny

- A Vaccination Record that should include 2 MMR injections and 3 Hepatitis B injections
- A Certificate in First Aid (Paediatric)
- Food Handling Licence B

- Time management skills and the ability to multitask
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A caring attitude
- A client-oriented approach
- A friendly and outgoing character
- A highly animated character which appeals to children
- A passion for working with children
- Creativity
- Empathy
- Physical stamina
- Quick-thinking
- Respectful

## Related career opportunities

- Care Worker Home Based
- Care Worker Institution Based
- Childcare Centre Manager
- Kindergarten Assistant
- Nanny

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Child Care Workers are expected to have:

- An understanding of child behaviour and ability
- An understanding of child development and the signs of abnormal development in children
- The ability to come up with age-appropriate games and other play activities
- Storytelling skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and English
- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving and the ability to take timely decisions

**Alternative titles:** Babysitter, Child-minder, Au-pair



## Job description and duties

Nannies are responsible for the care, well-being and education of infants, toddlers and children at home. Although a Nanny's tasks will vary according to the child's age, a Nanny is typically expected to:

- Assist children with everyday activities such as eating, dressing, diapering and bathing
- Engage in activities with the child, including reading and playing games
- Keep the environment clean and tidy
- Interact with children in a creative way
- Inform child's family about child development (where applicable)
- Discipline children and recommend or initiate other measures to control behaviour

Additionally, Nannies employed on a full-time basis may also be required to:

- Carry out housekeeping activities such as preparing meals and doing laundry
- Take children to school and accompany them to other activities

## Work environment

Nannies may be employed directly by the household or else by an agency offering childminding services. In addition, it is also possible for Nannies to be self-employed. Nannies may work in the home of the children they care for or may be required to live-in.

Nannies working on full-time may work for one family, while those working part-time may work for more than one family. Nannies may be expected to work evenings, weekends and public holidays.

Nannies may be required to spend time working both indoors and outdoors with the children. Working as a Nanny involves lifting, carrying and various other physically strenuous activities.

## Occupation data

Number of employees (2017)	118
Share of foreigners (2017)	97%
Job Outlook (2018 - 2022)	+15%
Median Pay (per annum)	€8,800

## Entry level education / special licences / warrants

To work as a Nanny, one typically needs to be aged 18 years and over. Additionally, the following are typically required:

- A clean Police Conduct Certificate
- First Aid Certificate
- Food Handling Licence B

# Kindergarten Educator

Previous experience in childminding is usually considered an asset.

Moreover, certain employers may request a formal qualification in Child Caring. Training programmes include:

- Advanced Diploma in Children's Care, Learning and Development (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training may be offered by the employer in cases of employment by an agency.

## Knowledge and skills

Nannies are expected to have:

- An understanding of child behaviour
- The ability to discipline children when required
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- Organisational and planning skills
- Problem solving and the ability to take timely decisions
- Time management skills and the ability to multitask
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A friendly, caring and respectful attitude
- A passion for working with children
- Creativity
- Empathy
- Physical stamina

## Related career opportunities

- Care Worker Home Based
- Care Worker Institution Based
- Child Care Worker

**Alternative titles:** Kindergarten Educator III, Kindergarten Educator II, Kindergarten Educator I, Kindergarten Assistant



## Job description and duties

Kindergarten Educators collaborate with other educators in order to provide suitable, relevant, stimulating and engaging learning experiences for children aged 3-5 years in kindergarten settings. A Kindergarten Educator is typically expected to:

- Keep updated on developments in the early years cycle, including curriculum, pedagogy and recording/reporting of developmental progress
- Encourage and create an environment which facilitates children's learning and holistic development
- Plan and implement structured learning through play and informal creative play strategies
- Plan activities that meet students' varying needs and which facilitate children's language, physical, emotional, cognitive, social and spiritual development
- Work in a multidisciplinary team of professionals and practitioners
- Ensure rules and safety regulations are in place

## Work environment

Kindergarten Educators work in State, Church or Independent Schools on a full-time basis. The role involves interacting with pupils during school hours and preparing lessons and activities after school hours.

Typically, Kindergarten Educators do not work with students during the summer months unless they opt to continue working at a summer school.

## Occupation data

Number of employees (2017)	1,171
Share of foreigners (2017)	1%
Job Outlook (2018 - 2022)	+10%
Median Pay (per annum)	€17,000

## Entry level education / special licences / warrants

Qualifications required will vary according to grade. Preference is given to candidates in possession of a qualification at MQF Level 6 or higher in Early Childhood Education and Care. These candidates would be eligible for the grade of Kindergarten Educator III. Training programmes include:

- Bachelor of Arts (Honours) in Early Childhood Education and Care (University of Malta) (MQF Level 6)

In the absence of applications from eligible candidates or in the absence of successful



# Learning Support Educator

candidates in possession of an MQF Level 6 qualification, eligibility would then be extended to candidates in possession of a qualification at MQF Level 5 in Early Childhood Education and Care. These candidates would be eligible for the grade of Kindergarten Educator II. Training programmes include:

- Higher Diploma in Advanced Studies in the Early Years (MCAST) (MQF Level 5)

In the absence of applications from eligible candidates or in the absence of successful candidates in possession of an MQF Level 5 qualification, eligibility would then be extended to candidates in possession of a qualification at MQF Level 4 in Early Childhood Education and Care. These candidates would be eligible for the grade of Kindergarten Educator I. Training programmes include:

- Advanced Diploma in Children's Care, Learning and Development (MCAST) (MQF Level 4)

Additionally, Kindergarten Educators require a clean Police Conduct Certificate.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

Entry requirements for Independent Schools may vary.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Kindergarten Educators are expected to have:

- Knowledge of pedagogy and teaching methods
- Knowledge of classroom rules and regulations
- An understanding of curriculum chosen for students
- An understanding of the diversity of young children's growth and development
- An understanding of the ethical issues involved in education

Transferable skills should include:

- Written and verbal communication skills in Maltese and English
- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A caring and gentle manner
- A passion for education
- An interest in child development
- Creativity
- Enthusiasm
- Flexibility
- Patience
- Sensitivity
- The ability to maintain order and discipline

## Related career opportunities

- Primary Education Teacher
- Secondary Education Teacher
- Special Education Teacher

**Alternative titles:** Learning Support Educator I, Learning Support Educator II, Learning Support Educator III



## Job description and duties

Learning Support Educators (LSEs) collaborate with Teachers at all cycles (early, junior and secondary) and are responsible for encouraging the independence of learners. LSEs are required to carry out duties which enable and/or support students' access to learning and assessment. LSEs may be assigned to an individual learner on a full-time one-to-one basis or on a shared basis.

Although duties may vary, a Learning Support Educator is typically expected to:

- Draft, develop, implement and review Individual Educational Plans (IEP)
- Adjust lesson plans and prepare teaching material which is altered and adapted to the pupils' needs
- Create exercises and practical tests to evaluate pupils' knowledge and progress
- Assess, record and report on the pupils' development, attainment and behaviour
- Ensure pupils' behaviour is in line with rules and regulations

- Keep up-to-date with pedagogical, professional information and regulations
- Inform family on progress and/or difficulties of pupils' behaviour and educational attainments
- Provide support for the planning of classroom activities, parent contact sessions, etc.
- Provide support to pupils during activities held outside of school during school hours (where applicable)
- Assist pupils' transition from one educational level to another and from school to the workplace
- Liaise, support and cooperate with Teachers and other education professionals, including Inclusive Education Coordinators, Resource Workers and other specialists
- Support pupils in their personal development

Learning Support Assistants may also be required to:

- Support pupils in their personal care and hygiene needs
- Carry out transport supervision duties to and from school and assist in the boarding and alighting of pupils

## Work environment

Learning Support Educators work in State, Church or Independent Schools on a full-time basis. The role involves interacting with pupils during school hours and preparing lessons and activities after school hours.

Typically, Learning Support Educators do not work with students during the summer months unless they opt to continue working at a summer school or have a special arrangement with the pupil's parents.

### Occupation data

Number of employees (2017)	2,348
Share of foreigners (2017)	1%
Job Outlook (2018 - 2022)	+9%
Median Pay (per annum)	€13,200

### Entry level education / special licences / warrants

Qualifications required will vary according to grade. Preference is given to candidates in possession of a qualification at MQF Level 6 or higher in Inclusive Education. These candidates would be eligible for the grade of Learning Support Assistant III.

In the absence of applications from eligible candidates or in the absence of successful candidates in possession of a qualification at MQF Level 6 or higher, eligibility is extended to candidates in possession of a qualification at MQF Level 5 (Diploma) in Facilitating Inclusive Education. These candidates would be eligible for the grade of Learning Support Educator II. Training programmes include:

- Higher Diploma in Facilitating Inclusive Education (MCAST) (MQF Level 5)
- Diploma in Facilitating Inclusive Education (University of Malta) (MQF Level 5)

In the absence of applications from eligible candidates or in the absence of successful candidates in possession of qualification at MQF Level 5 (Diploma), eligibility would then be extended to candidates in possession of a qualification at certificate level in Facilitating

Inclusive Education. These candidates would be eligible for the grade of Learning Support Educator I.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

Additionally, Learning Support Educators require a clean Police Conduct Certificate.

Entry requirements for Independent Schools may vary.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Typically, Learning Support Educators are expected to have:

- Knowledge of national curriculum and how it can be adapted to pupils with individual educational needs
- Knowledge of classroom rules and regulations
- Knowledge of children's regular and irregular development
- Knowledge of different ways of learning and assessing
- Knowledge of code of ethics in education
- Knowledge of quality standards in education
- Knowledge of health and safety procedures
- Knowledge of how to manage relationships with parents

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- A caring and gentle manner
- An interest in child development
- Creativity
- Enthusiasm
- Flexibility
- Patience
- Sensitivity
- The ability to empower
- The ability to keep calm in emergency situations
- The ability to maintain order and discipline

### Related career opportunities

- Teacher
- Teacher's Assistant
- Kindergarten Educator



# Care Worker (working with persons with disability in homes or hospitals)

**Alternative titles:** Care Assistant, Carer



## Job description and duties

Care Workers (working with persons with disability in homes or hospitals) provide routine personal care and assistance with activities of daily living to people living with a disability. A Care Worker (working with persons with disability in homes or hospitals) is typically expected to:

- Help serve meals and feed patients that require assistance
- Assist patients with washing and general hygiene
- Report on the condition of the patient to supervisors and health professionals
- Communicate with patient's family and relatives on the condition of the patient
- Arrange appointments and check-ups and accompany the patient if necessary

## Work environment

Care Workers (working with persons with disability in homes or hospitals) may work in the public and private sector and may care for patients in hospitals or in residential homes.

Care Workers (working with persons with disability in homes or hospitals) may either care for multiple patients or else work with a single patient.

They may work on a part-time or a full-time basis. Work is typically on shift basis and one may be required to work during evenings, weekends and public holidays.

## Occupation data

Number of employees (2017)	435
Share of foreigners (2017)	16%
Job Outlook (2018 - 2022)	+25%
Median Pay (per annum)	€13,000

## Entry level education / special licences / warrants

To work as a Care Worker (working with persons with disability in homes or hospitals), a qualification at MQF Level 3 or higher is required. Training programmes include:

- Diploma in Health and Social Care (MCAST) (MQF Level 3)

Short courses include:

- VET Award Care Workers for Persons with Disability (Jobsplus) (MQF Level 4)

Additionally, Care Workers (working with persons with disability in homes or hospitals) require:

- A clean Police Conduct Certificate
- A Vaccination Record that should include 2 MMR injections and 3 Hepatitis B injections
- A Certificate in First Aid
- Food Handling Licence B

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Care Workers (working with persons with disability in homes or hospitals) are expected to have:

- An understanding of how to assess patients' needs and address them
- Knowledge of safe care practices
- Knowledge of disabilities and their appropriate approaches
- An understanding of the psychological, emotional and behavioural needs of patients
- An understanding of ethical and legal principles in the health setting
- The ability to maintain patient confidentiality
- The ability to act in a calm and appropriate manner during emergencies and other stressful situations
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A caring manner
- A positive attitude
- A practical orientation
- Dedication
- Empathy
- Friendliness
- Patience
- Physical strength and stamina
- Sensitivity
- Tact

## Related career opportunities

- Allied Health Assistant
- Care Worker Home Based
- Care Worker Institution Based
- Child Care Worker
- Medical Assistant

# Care Worker Institution Based

**Alternative title:** Nursing Assistant



## Job description and duties

Care Workers Institution Based provide personal care, support and assistance in the daily lives of patients under the direct supervision of health professionals. A Care Worker Institution Based is typically expected to:

- Help serve meals and feed patients that require assistance
- Assist patients with personal hygiene and mobility
- Maintain a clean living space for the patients
- Assist in lifting, turning and positioning of patients
- Report to supervisors and professionals on the condition of the patient
- Carry out clinical observations, such as checking patients' vitals
- Arrange appointments and check-ups and accompany the patient if necessary
- Liaise and communicate with other health and medical staff and relatives of patients

## Work environment

Care Workers Institution Based care for patients in a variety of settings including hospitals, clinics and residential care facilities.

Care Workers Institution Based work on a full-time basis, although part-time opportunities may be available. The role is typically on shift basis including weekends and public holidays.

## Occupation data

Number of employees (2017)	3,463
Share of foreigners (2017)	32%
Job Outlook (2018 - 2022)	+22%
Median Pay (per annum)	€13,700

## Entry level education / special licences / warrants

To work as a Care Worker, a qualification at MQF Level 3 is required. Training programmes include:

- Diploma in Health and Social Care (MCAST) (MQF Level 3)

Short courses include:

- VET Award in Care Workers for the Elderly (Jobsplus) (MQF Level 3)

Additionally, Care Workers may require:

- A clean Police Conduct Certificate
- A Vaccination Record that should include 2 MMR injections and 3 Hepatitis B injections

- A Certificate in First Aid
- Food Handling Licence B

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Care Workers Institution Based are required to have:

- An understanding of how to assess patients' needs and address them
- Knowledge of safe care practices
- An understanding of the psychological, emotional and behavioural needs of patients
- An understanding of ethical and legal principles in the health setting
- The ability to maintain patient confidentiality
- The ability to act in a calm and appropriate manner during emergencies and other stressful situations
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational and planning skills

- Problem solving skills and the ability to take timely decisions
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A caring and patient manner
- A positive attitude
- A practical orientation
- Dedication
- Empathy
- Friendliness
- Sensitivity
- Tact

## Related career opportunities

- Allied Health Assistant
- Medical Assistant
- Personal Care Worker
- Social Support Worker



# Care Worker Home Based

**Alternative titles:** Home-Care Aide, Personal Care Provider, Personal Support Worker, Live-In Carer



## Job description and duties

Care Workers Home Based provide routine personal care and assistance with activities of daily living to people who due to a variety of reasons, such as old age, illness and injury, require care in their own home. A Care Worker Home Based is typically expected to:

- Assist the person during daily activities including dressing, continence care, maintenance of personal hygiene and grooming
- Check health condition of person and if anything is out of the ordinary, inform the person's relatives and/or doctor
- Assist the patient in self-medication
- Carry out errands such as shopping
- Entertain the person through recreational activities such as games and reading
- Accompany the person to appointments
- Keep the person's living quarters clean and tidy

## Work environment

Care Workers Home Based typically work on a full-time basis or part-time basis. Working during evenings, nights, weekends and public holidays may be required. One may be employed by agencies offering health and social care services. Care Workers Home Based may be required to live-in.

Working as a Care Worker Home Based can be physically and emotionally demanding. Care Workers Home Based may either care for multiple clients during the day or else work with a single client.

## Occupation data

Number of employees (2017)	1,233
Share of foreigners (2017)	39%
Job Outlook (2018 - 2022)	+22%
Median Pay (per annum)	€12,800

## Entry level education / special licences / warrants

To work as a Care Worker Home Based, a qualification at MQF Level 3 or higher is typically required. Training programmes include:

- Diploma in Health and Social Care (MCAST) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A clean Police Conduct Certificate and First Aid Certificate are usually requested.

A valid driving licence may be required.

On-the-job training is usually offered if employed by an agency.

## Knowledge and skills

Care Workers Home Based are expected to have:

- The ability to develop a caring and trusting relationship with the person
- The ability to deal with persons who have different health and social needs
- The ability to deal with challenging behaviour
- An understanding of the person's confidentiality and privacy
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- Organisational skills
- Problem solving and decision making skills
- The ability to work independently
- The ability to remain calm under pressure and in tense situations

## Additional qualities

These may include:

- A caring manner
- A passion for helping people
- A practical orientation
- A sociable personality
- Empathy
- Patience
- Sensitivity
- Tact

## Related career opportunities

- Care Coordinator
- Care Worker Institution Based
- Domestic Housekeeper
- Home Helper
- Nanny

# Firefighter

**Alternative title:** Assistance and Rescue Officer



## Job description and duties

Firefighters are responsible for carrying out fire and rescue operations. A Firefighter is typically expected to:

- Respond to emergency calls
- Conduct rescue operation and evacuation of the endangered premises
- Ensure that no hazardous substances are left on the scene
- Perform regular checks on vehicles, equipment, hydrants and water supplies
- Keep physically fit by training on a regular basis
- Take part in practice drills
- Educate the public on fire safety and fire prevention by participating in educational and training programmes
- Attend regular related training

## Work environment

Firefighters are typically employed in the public sector with the Emergency Fire and Rescue Unit within the Civil Protection Department. Opportunities within the private sector are

also available with companies offering security services.

Although working hours may vary according to the work setting, Firefighters typically work on a full-time, shift basis.

## Occupation data

Number of employees (2017)	117
Share of foreigners (2017)	0%
Job Outlook (2018 - 2022)	+18%
Median Pay (per annum)	€16,800

## Entry level education / special licences / warrants

Firefighters are required to be aged 18 years and over and pass the necessary physical tests. Being in possession of a qualification in Firefighting or related subject may be useful.

Training programmes include:

- Advanced Firefighting (30 hours) (MCAST)
- Fire Prevention and Firefighting (15 hours) (MCAST)

For related training offered by educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A clean Police Conduct Certificate and a valid First Aid Certificate are required for this role.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Firefighters are expected to have:

- Knowledge of firefighting, emergency and rescue procedures
- The ability to use the required equipment such as breathing apparatus
- The ability to understand the characteristics of fire behaviour and other hazardous substances
- The ability to assess situations and risk quickly
- The ability to keep calm and perform in challenging circumstances
- The ability to investigate and report on fire incidents
- The ability to work in cramped spaces and at heights
- Adequate eyesight, colour vision and hearing
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and English
- The ability to take and execute orders
- Numeracy skills
- Organisational and planning skills
- Time management skills and the ability to work under pressure
- Problem solving and the ability to take timely decisions
- The ability to work independently and as part of a team
- The ability to be flexible and respond to circumstances

## Additional qualities

These may include:

- A sense of discipline
- A willingness to help others
- Alertness
- Attention to detail
- Courage
- Dedication and commitment
- Diligence
- Flexibility
- Patience
- Persistence
- Physical strength and stamina
- Quick-thinking
- Sound judgement
- The ability to endure physical and emotional exertion

## Related career opportunities

- Chief Assistance and Rescue Officer
- Fire Inspector
- Health and Safety Officer
- Station Officer



# Police Force Constable

Alternative title: Police Officer



## Job description and duties

Police Force Constables are responsible for preserving public order and peace, preventing crime, upholding and enforcing the observance of laws and collecting evidence against offenders. A Police Force Constable may work either in local police stations or in specialised branches such as:

- The Criminal Investigation Department (CID)
- The Drug Squad
- The Vice Squad and Economic Crimes Unit
- The Protective Services
- The Special Branch
- Administrative Law Enforcement Unit

Although duties will vary according to the setting, a Police Force Constable is typically expected to:

- Act promptly when police intervention is required
- Assist persons in need of help
- Carry out patrols
- Carry out investigations and collect evidence
- Conduct arrests
- Interview suspects, eyewitnesses and victims of crime

- Prepare reports
- Attend court sittings and give evidence during court cases if required
- Carry out administrative tasks as required

## Work environment

Police Force Constables are recruited by the Malta Police Force and typically work on a full-time, shift basis. Working during weekends and public holidays is to be expected. Working overtime and long hours is common especially when carrying out investigations.

## Occupation data

Number of employees (2017)	2,219
Share of foreigners (2017)	0%
Job Outlook (2018 - 2022)	+11%
Median Pay (per annum)	€18,100

## Entry level education / special licences / warrants

To apply for a Police Force Constable role, the following qualifications are required:

- A pass at MQF Level 3 in four (4) subjects which must include Maltese and English Language **or**
- A Level 3 VET qualification or a Secondary School Certificate and Profiling qualification at MQF Level 3 in Maltese, English Language and any two other subjects as separate study units within the course pursued **or**

- An MQF Level 3 Diploma or an MCAST-BTEC First Diploma or an MCAST-BTEC Diploma or a City and Guilds Level 2 Certificate

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

Additionally, candidates are required to be:

- Over 18 years of age and under 30 years of age
- A minimum height of 1.65m in the case of males and 1.55m in the case of females
- Physically and mentally fit in accordance with the medical standards of fitness in the Force to be able to perform all Police duties

Candidates having tattoos are considered on a case by case basis.

The selection procedure involves a physical efficiency test, a selective interview and a full medical test.

A clean Police Conduct Certificate is required.

Once recruited, trainee Police Constables undergo an intensive training programme at the Academy for Disciplined Forces.

## Knowledge and skills

A Police Force Constable is expected to have:

- Knowledge of public safety and security
- An understanding of human behaviour
- Knowledge of laws and legal procedures
- Report writing skills
- The ability to maintain confidentiality
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Communication skills in Maltese and English
- IT skills
- Numeracy skills
- Problem solving and the ability to take timely decisions
- Time management skills and the ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A sense of discipline
- Alertness
- Assertiveness
- Dedication and commitment
- Diligence
- Diplomacy
- Integrity
- Patience
- Physical stamina
- Sensitivity
- Sound judgement
- Tact
- The ability to endure physical and emotional exertion
- The ability to keep calm in challenging situations
- Trustworthiness

## Related career opportunities

- Inspector of Police
- Major Sergeant
- Police Sergeant
- Superintendent of Police

# Correctional Officer

**Alternative titles:** Corrections Officer, Prison Guard



## Job description and duties

Correctional Officers are responsible for providing security services within correctional facilities. A Correctional Officer is typically expected to:

- Keep prisoners in custody
- Supervise the rehabilitation of inmates in their day-to-day activities
- Maintain order, control and discipline
- Monitor and record details of prison visits by external visitors
- Conduct searches on inmates, persons rendering a service at the correctional facility and/or visitors
- Guard and patrol prison buildings and grounds
- Carry out regular inspections and checks
- Support vulnerable inmates
- Escort prisoners
- Provide prisoners with request forms for the consideration and approval of Prison's Director

- Report any incidents that occur in the prison and/or among prisoners
- Direct the Medical Officer's attention to prisoners showing signs of illness or distress

## Work environment

While a major part of the job is spent indoors, Correctional Officers may also be required to patrol outdoor grounds and escort inmates outside the Correctional Facility. Correctional Officers may also be expected to carry out office-based tasks.

Correctional Officers typically work on a full-time basis. Work may be on shift basis and one is expected to work on public holidays and during weekends.

## Occupation data

Number of employees (2017)	278
Share of foreigners (2017)	0%
Job Outlook (2018 - 2022)	+11%
Median Pay (per annum)	€16,300

## Entry level education / special licences / warrants

To work as a Correctional Officer, either one of the following is required:

- A qualification at MQF Level 3 in any 3 subjects (preference is given to Maltese, English, IT and any foreign language)
- A qualification at MQF Level 2 and a minimum of 3 years work experience

- To have served in a disciplined force (i.e. Armed Forces, Police Force, prison service, Civil Protection or detention service) for not less than 24 months and be in possession of a Certificate for meritorious service from the Head of the respective disciplinary force

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

Correctional Officers are required to be at least 21 years old.

A clean Police Conduct Certificate and a valid driving licence are required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Correctional Officers are expected to have:

- Knowledge of public safety and security
- Knowledge of health and safety procedures
- An understanding of human behaviour
- Knowledge of laws and legal procedures
- The ability to identify security risks
- The ability to use surveillance equipment
- The ability to resolve conflicts
- The ability to carry out security searches
- The ability to carry out safety drills (e.g. fire drill)
- The ability to keep a log and write reports on any incidents which occur

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and English
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A sense of discipline
- Alertness
- Assertiveness
- Diligence
- Patience
- The ability to be compassionate and impartial
- The ability to endure physical and emotional exertion
- The ability to keep calm in challenging situations

## Related career opportunities

- Army Officer
- Correctional Manager
- Correctional Supervisor
- Customs and Border Inspector
- Police Detective
- Police Force Constable
- Police Force Inspector
- Security Guard



# Security Guard

**Alternative titles:** Private Guard, Security Officer, Bodyguard, Watchman/Watchwoman, Door Supervisor, Bouncer



## Job description and duties

Security Guards ensure that sites, buildings, valuables and people are kept safe and secure. A Security Guard is typically expected to:

- Perform security checks on persons and goods
- Perform security checks at building entrances, which may include the inspection of personal belongings
- Monitor surveillance systems
- Patrol and secure premises
- Sign in visitors and direct them to the appropriate locations
- Log vehicles entering and/or leaving premises
- Control and direct the movement of individuals in private or restricted areas
- Escort money or valuables in a security van

## Work environment

Security Guards may work in a number of different locations and may work with the private and public sector. There is also a small amount

of office-based work involved. The nature of the work may be physically demanding.

Security Guards typically work on a full-time basis. Part-time opportunities may be available. Work may be on shift basis and one is expected to work on public holidays and during weekends.

## Occupation data

Number of employees (2017)	2,474
Share of foreigners (2017)	7%
Job Outlook (2018 - 2022)	+43%
Median Pay (per annum)	€12,400

## Entry level education / special licences / warrants

To work as a Security Guard, individuals should:

- Be over the age of 18
- Have a clean Police Conduct Certificate
- Pass background and security checks
- Be in possession of a Security Guard licence, which is obtained after undergoing a Private Guard Security Services course offered by a licenced training provider (licence is renewable on a yearly basis).

To work as a Security Guard at a place of entertainment and specialised private guard services one has to have been employed as a Police Officer or with the Armed Forces or as a Prison Warden for 5 years or has been licenced as a Private Guard for 5 years to apply for the specific licence.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Security Guards are expected to have:

- Knowledge of public safety and security procedures
- Knowledge of local legislation
- An understanding of human behaviour
- The ability to identify security risks (where applicable)
- The ability to use surveillance equipment (where applicable)
- The ability to resolve conflicts
- The ability to carry out security searches
- The ability to keep a log and write detailed reports on any incidents which occur
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in English and preferably Maltese
- The ability to follow instructions
- IT skills
- Customer care skills
- Problem solving skills and the ability to take timely decisions
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A sense of discipline
- A sense of initiative
- A well-groomed appearance
- Accuracy
- Alertness
- Assertiveness
- Diligence
- Patience
- The ability to keep calm in challenging situations

## Related career opportunities

- Community Officer
- Correctional Officer
- Executive Protection Officers
- Private Investigator
- Specialised Private Guard

# Community Officer

**Alternative titles:** Local Warden, Traffic Warden



## Job description and duties

Community Officers are responsible for enforcing and applying the law indiscriminately particularly those relating to traffic and environmental law violations, by cautioning, issuing charges, fines and citations as governed by regulations, code of ethics and procedures.

Typically, a Community Officer is expected to:

- Provide traffic accident assistance such as carrying out the marking of collisions
- Monitor surveillance systems such as CCTV
- Report abandoned or badly parked vehicles so that clamping or towing may be carried out
- Issue contraventions to individuals not abiding by the driving code and take photographic evidence (where applicable)
- Maintain control of pedestrians' movement in streets or roads
- Provide traffic management assistance, such as diverting traffic from accident sites or closed roads
- Ensure that all regulations stipulated by law to various contractors are enforced

- Appear in Court and Regional Tribunals
- Calm down angry commuters

## Work environment

Community Officers are employed in the public sector entity LESA. Community Officers may work in a number of different locations according to work exigencies. The nature of the work may be physically demanding.

Community Officers typically work on a full-time basis. Work may be on shift basis and one is expected to work on public holidays and during weekends.

## Occupation data

Number of employees (2017)	126
Share of foreigners (2017)	2%
Job Outlook (2018 - 2022)	+30%
Median Pay (per annum)	€12,300

## Entry level education / special licences / warrants

To work as a Community Officer, individuals should:

- Be over the age of 18
- Have a clean Police Conduct Certificate
- Pass initial background and security screening
- In possession of a Community Officer licence after completing the 9 week training course approved by LESA

Additionally, Community Officers may require a motorcycle/car driving licence.

On-the-job training is typically provided by the employer.

## Knowledge and skills

Community Officers are expected to have:

- Knowledge of public safety and security procedures
- Knowledge of local legislation and Local Tribunal procedures
- The ability to liaise with different government departments, Local Councils, etc.
- An understanding of human behaviour
- The ability to resolve conflicts
- The ability to use equipment such as hand held computers
- The ability to keep a log and write reports on any incidents which occur
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Customer care skills
- Time management skills and the ability to work under pressure
- Problem solving and decision making skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A sense of discipline
- Alertness
- Assertiveness
- Diligence
- Patience
- Sound judgement
- The ability to endure physical and emotional exertion
- The ability to keep calm in challenging situations

## Related career opportunities

- Correctional Manager
- Correctional Supervisor
- Customs and Border Inspector
- Police Detective
- Police Force Constable
- Prison Guard
- Security Guard



# Gardener, Horticultural and Nursery Grower

**Alternative titles:** Groundskeeper, Horticultural Worker, Nursery Worker



## Job description and duties

Gardeners, Horticultural and Nursery Growers are responsible for growing different kinds of produce and for the maintenance of gardens and other green spaces. A Gardener, Horticultural and Nursery Grower is typically expected to:

- Carry out general gardening duties such as preparing soil for planting, sowing, weeding, pruning and transplanting
- Monitor the growth and health of trees, hedges, flowers and other plants
- Position and regulate irrigation equipment
- Monitor and manage the presence of pests
- Apply fertiliser and plant protection products
- Manage stock levels and place orders
- Assist in the packing and loading of produce for delivery
- Carry out landscaping tasks such as creating footpaths, mowing lawns and trimming hedges
- Perform cleaning and basic maintenance of machines and equipment
- Provide advice to clients on-site

- Assist clients who visit the garden centre or nursery (where applicable)

Depending on the size of the business, Gardeners, Horticultural and Nursery Growers may also be required to train and supervise workers.

## Work environment

Gardeners, Horticultural and Nursery Growers usually work full-time and may work during weekends. Self-employment may be an option.

Working as a Gardener, Horticultural and Nursery Grower is physically demanding and involves spending time outdoors in varying weather conditions and inside greenhouses, nurseries and garden centres.

## Occupation data

Number of employees (2017)	299
Share of foreigners (2017)	5%
Job Outlook (2018 - 2022)	+21%
Median Pay (per annum)	€14,900

## Entry level education / special licences / warrants

Although skills and knowledge are mostly gained on-the-job, a qualification in Horticulture and related areas may be useful to gain the required skills. Training programmes include:

- Introductory Certificate in Animal Husbandry and Horticultural Skills (MCAST) (MQF Level 1)
- Foundation Certificate in Horticulture and Animal Care (MCAST) (MQF Level 2)
- Diploma in Horticulture (MCAST) (MQF Level 3)
- Advanced Diploma in Horticulture (MCAST) (MQF Level 4)
- Diploma in Agriculture (University of Malta) (MQF Level 5)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

## Knowledge and skills

Gardeners, Horticultural and Nursery Growers are expected to have:

- The skill required to use a variety of gardening equipment, machinery and tools
- Knowledge of agricultural procedures and techniques such as crop rotation
- Knowledge of different varieties of trees, flowers and other plants
- Knowledge of health and safety procedures
- An understanding of horticultural business practices

Transferable skills should include:

- Written and verbal communication skills in Maltese and English
- Numeracy skills
- Customer care skills
- Organisational skills
- Problem solving and decision making skills
- Time management skills

- The ability to work independently and as part of a team
- Business, persuasion and negotiation skills (in case of self-employment)

## Additional qualities

These may include:

- A passion for nature
- Arm-hand steadiness
- Attention to detail
- Creativity
- Dependability
- Patience
- Physical strength and stamina

## Related career opportunities

- Agricultural Technician
- Botanist
- Florist
- Garden Designer
- Horticulture Inspector
- Horticultural Manager
- Landscape Gardener
- Mixed Crop Grower
- Vegetable and Fruit Grower

# Mixed Crop Grower

**Alternative title:** Mixed Crop Farmer



## Job description and duties

Mixed Crop Growers are responsible for growing and harvesting different types of field crops as well as horticultural and nursery produce. A Mixed Crop Grower is typically expected to:

- Carry out general agricultural duties such as preparing soil for planting, sowing, weeding, pruning and transplanting
- Monitor the growth and health of crops
- Position and regulate irrigation equipment
- Monitor and manage the presence of pests
- Apply fertiliser and spray plant protection products
- Assist with gathering crops during harvest time
- Assist in the packing and loading of produce for delivery
- Perform cleaning, basic maintenance and repair of machines and equipment and farm facilities
- Promote and sell produce
- Deal with suppliers and make deliveries

- Carry out business-related tasks including the administration of finances and ordering stock
- Recruit, train and supervise workers
- Ensure farming practices are in line with laws and regulations

## Work environment

Mixed Crop Growers are typically self-employed. Working on a farm is physically demanding and involves working outdoors in all weather conditions, as well as inside greenhouses and nurseries.

## Occupation data

Number of employees (2017)	46
Share of foreigners (2017)	2%
Job Outlook (2018 - 2022)	+6%
Median Pay (per annum)	€11,300

## Entry level education / special licences / warrants

Mixed Crop Growers typically gain work experience in the agricultural industry prior to running their own farming operation.

Although skills and knowledge are mostly gained on-the-job, a qualification in Horticulture or related area may be useful to gain the required skills. Training programmes include:

- Introductory Certificate in Animal Husbandry and Horticultural Skills (MCAST) (MQF Level 1)

- Foundation Certificate in Horticulture and Animal Care (MCAST) (MQF Level 2)
- Diploma in Horticulture (MCAST) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For further details on specific licences, it is advisable to consult the Commerce Department.

## Knowledge and skills

Mixed Crop Growers are expected to have:

- The ability to use farming equipment, including hand-held machinery and agricultural machinery
- Knowledge of agricultural procedures and techniques including mixed cropping agriculture and crop management
- Knowledge of health and safety procedures
- An understanding of farm management techniques and agricultural business practices

Transferable skills should include:

- Written and verbal communication skills in Maltese and English
- Numeracy skills
- Organisational and planning skills
- Problem solving skills and the ability to take timely decisions
- Time management skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- An entrepreneurial mindset
- Manual dexterity
- Negotiation skills
- Physical strength and stamina

## Related career opportunities

- Agricultural Technician
- Agronomist
- Florist
- Gardener, Horticultural and Nursery Grower
- Horticulture Inspector
- Landscape Gardener
- Viticulturist



# Inland and Coastal Waters Fishery Worker

**Alternative titles:** Fishing Vessel Skipper, Fishing Trawler Deckhand, Coastal Fishery Skipper



## Job description and duties

Inland and Coastal Waters Fishery Workers form part of the crew on board fishing vessels or may be self-employed. Their role is to catch fish and seafood for commercial purposes in areas which are in close proximity to the shore. An Inland and Coastal Waters Fishery Worker is typically expected to:

- Assist in berthing, anchoring and other mooring tasks
- Set up and operate fishing equipment
- Haul the catch on board the vessel
- Sort, pack and preserve fish on board the vessel
- Clean and prepare catch for sale
- Keep abreast with fishing activities, weather conditions and sea conditions
- Prepare and repair nets and other fishing gear and equipment

In case the Inland and Coastal Waters Fishery Worker is the owner of the fishing vessel or the team member in charge of the fishing vessel's operations, they would also be required to:

- Determine optimal fishing areas and plan the navigation route accordingly
- Pilot fishing vessels to and from fishing spots and carry out required maneuvers while operating in the fishing spot
- Supervise the crew and fishing activities
- Ensure regular maintenance of the vessel
- Carry out administrative and financial-related duties such as overseeing purchase of supplies and estimating cost of operations
- Register the catch through the automatic weighing and labelling system and negotiate the price of fish with suppliers, vendors and/or directly with customers

## Work environment

Inland and Coastal Waters Fishery Workers usually spend most of their time working out at sea. Hours may be long and journeys typically last several hours or longer. Poor weather conditions may prevent a planned journey from taking place.

Self-employment and part-time work is rather common in the fishing sector. Seasonal and/or casual work may also be available.

## Occupation data

Number of employees (2017)	36
Share of foreigners (2017)	31%
Job Outlook (2018 - 2022)	+10%
Median Pay (per annum)	€11,400

## Entry level education / special licences / warrants

There are no specific educational requirements to work as an Inland and Coastal Waters Fishery Worker. The required skills are learnt through experience and training is typically offered on-the-job.

If one is a vessel owner or Skipper, certain skills related to the navigation of vessels may be acquired by following formal training programmes, including the following:

- Commercial Vessel General Purpose Hand (MCAST)
- Commercial Vessel Boatman (MCAST)

A Basic First Aid certificate and a Fire Fighting certificate are typically also considered useful on commercial vessels.

In order to pilot a maritime vessel, one needs to be in possession of a Nautical Licence, which is issued by Transport Malta upon successful completion of a training programmes such as the following:

- Basic Seamanship and Safe Boat Handling (MCAST)
- Commercial Vessel Boatmaster 1 (MCAST)
- Commercial Vessel Boatmaster 2 (MCAST)
- Commercial Vessel Master (MCAST)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Additionally, a licence needs to be issued by the Department of Fisheries and Aquaculture.

For details on specific trade licences, it is advisable to consult the Commerce Department.

## Knowledge and skills

Inland and Coastal Waters Fishery Workers are expected to have:

- The skill to utilise specialised fishing hardware, equipment and tools
- Navigation skills and the ability to operate maritime navigation systems and other electronics (in case of Vessel Owners and Skippers)
- Knowledge of the territorial waters one operates in
- Knowledge of how weather and climatic conditions affect fishing
- Knowledge of local and international fishery and maritime regulations such as fishing quotas
- Knowledge of the fishing industry and market prices of different species of fish
- Knowledge of health, safety and environmental regulations
- Knowledge related to the vehicle one is operating (where applicable)

Transferable skills should include:

- Communication skills
- Numeracy skills
- Organisational skills
- Problem solving skills and the ability to take timely decisions
- Time management skills, multitasking skills and the ability to work under pressure
- The ability to work independently and as part of a team
- Business and leadership skills (in case of self-employment)

### Additional qualities

These may include:

- A passion for life at sea and the environment
- Alertness
- Arm-hand steadiness
- Manual dexterity
- Patience

- Physical strength and stamina
- Quick-thinking
- The ability to swim

### Related career opportunities

- Deep-Sea Fishery Worker
- Fishing Operations Manager

Occupation Code: 6223

## Deep-Sea Fishery Worker

Alternative title: Trawler Skipper



### Job description and duties

Deep-Sea Fishery Workers form part of the crew on board fishing vessels. Their role is to sail in open waters and catch deep-sea fish for commercial purposes. A Deep-Sea Fishery Worker is typically expected to:

- Determine optimal fishing areas and plan the navigation route accordingly
- Pilot fishing vessels to and from fishing spots, and carry out required maneuvers while operating in the fishing spot
- Assist in berthing, anchoring and other mooring tasks
- Set up and operate fishing equipment

- Haul the catch on board the vessel
- Sort, pack and preserve fish on board the vessel
- Clean and prepare catch for sale
- Keep abreast with fishing activities, weather conditions and sea conditions
- Preparing and repairing nets and other fishing gear and equipment
- Keep a ship's log and report on the catch through the automatic weighing and labelling system

In case the Deep-Sea Fishery Worker is the owner of the fishing vessel or the team member in charge of the fishing vessel's operations, they would also be required to:

- Supervise the crew and fishing activities
- Ensure regular maintenance of the vessel
- Carry out administrative and financial-related duties such as overseeing purchase of supplies and estimating cost of operations
- Register their catch through the automatic weighing and labelling system and negotiate the price of fish with suppliers, vendors and/or customers

### Work environment

Deep-Sea Fishery Workers usually spend most of their time working out at sea. Hours may be long and a journey may last for several days or longer. Poor weather conditions may prevent a planned journey from taking place.

Self-employment and part-time work is rather common in the fishing sector. Seasonal and/or casual work may also be available.

### Occupation data

Number of employees (2017)	36
Share of foreigners (2017)	36%
Job Outlook (2018 - 2022)	+6%
Median Pay (per annum)	€14,500

### Entry level education / special licences / warrants

There are no specific educational requirements to work as a Deep-Sea Fishery Worker. The required skills are learnt through experience and training is typically offered on-the-job.

If one is a Vessel Owner or Skipper, certain skills related to the navigation of vessels may be acquired by following formal training programmes, including the following:

- Commercial Vessel General Purpose Hand (MCAST)
- Commercial Vessel Boatman (MCAST)

A basic First Aid certificate and a Firefighting certificate are typically also considered useful on commercial vessels.

In order to pilot a maritime vessel, one needs to be in possession of a Nautical licence, which is issued by Transport Malta upon successful completion of a training programme such as the following:

- Basic Seamanship and Safe Boat Handling (MCAST)
- Commercial Vessel Boatmaster 1 (MCAST)
- Commercial Vessel Boatmaster 2 (MCAST)
- Commercial Vessel Master (MCAST)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Additionally, a licence needs to be issued by the Department of Fisheries and Aquaculture.

For details on specific trade licences, it is advisable to consult the Commerce Department.

### Knowledge and skills

Deep-Sea Fishery Workers are expected to have:

- The skill to utilise specialised fishing hardware, equipment and tools
- Navigation skills, and the ability to operate maritime navigation systems and other electronics (in case of vessel owners and Skipper)
- Knowledge of the territorial waters one operates in
- Knowledge of how weather and climatic conditions affect fishing
- Knowledge of local and international fishery and maritime regulations, such as fishing quotas
- Knowledge of the fishing industry and market prices of different species of fish
- Knowledge of health, safety and environmental regulations
- Knowledge related to the vehicle one is operating (where applicable)



# Bricklayer and Stonemason (Bennej)

Transferable skills should include:

- Communication skills
- Numeracy skills
- Organisational skills
- Problem solving skills and the ability to take timely decisions
- Time management skills, multitasking skills and the ability to work under pressure
- The ability to work independently and as part of a team
- Business and leadership skills (in case of self-employment)

## Additional qualities

These may include:

- A passion for life at sea and the environment
- Alertness
- Arm-hand steadiness
- Manual dexterity
- Patience
- Physical strength and stamina
- Quick-thinking
- The ability to swim

## Related career opportunities

- Fishing Operations Manager
- Inland and Coastal Waters Fishery Worker

**Alternative titles:** Brick Mason, Concrete Finisher, Stone Setter



## Job description and duties

Bricklayers' and Stonemasons' main responsibilities include laying and binding materials such as stone, brick, concrete, terracotta and glass block with substances to construct or repair foundations, walls, partitions and other structures. They also build stone structures such as piers as well as lay different types of masonry for tanks and floors. A Bricklayer and Stonemason is typically expected to:

- Read the Engineers' or Architects' plan and follow design instructions
- Understand and measure the work area
- Set out the first rows of bricks and the damp course
- Mix mortar (either by hand or with a mechanical mixer)
- Apply mortar with a trowel after laying bricks on top of each other
- Shape bricks using hammers, chisels and other power tools
- Through the use of water or laser spirit levels and plumb lines, make sure courses are straight

- Carve and shape stone when necessary
- Give stone finish (known as dressing)
- Fit cladding using specialised materials and methods
- Repair any damage to stonework

## Work environment

Bricklayers and Stonemasons are typically employed by building contractors, construction companies, turnkey contractors, architecture and project management firms and other businesses that deal with the construction of homes and other buildings in the private sector.

Bricklayers' and Stonemasons' work on a full-time basis. Working overtime and during weekends may be required in order to meet tight deadlines.

Working in this sector is particularly strenuous and involves working outdoors in different weather conditions.

## Occupation data

Number of employees (2017)	274
Share of foreigners (2017)	10%
Job Outlook (2018 - 2022)	+12%
Median Pay (per annum)	€13,600

# Stone Dresser

## Entry level education / special licences / warrants

To work as a Bricklayer and Stonemason, a Masons' licence, issued by the Building Regulation Office, is required. To be eligible for this licence, a qualification in Stone Masonry is required. Training programmes include:

- Diploma in Construction and Stone Masonry (MCAST) (MQF Level 3)
- Stone Mason's Course (Leading to Mason's Licence) - Part 1 (MCAST)
- Stone Mason's Course (Leading to Mason's Licence) - Part 2 (MCAST)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is typically offered by the employer.

## Knowledge and skills

Bricklayers and Stonemasons are expected to have:

- Knowledge of building and construction methods
- Knowledge of materials, such as mortar and their use
- Knowledge of techniques used to carve, shape and finish stone
- The ability to use and maintain various types of machinery, equipment and tools such as hammers, chisels and other power tools

- The ability to work at heights
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A practical orientation
- A sense of initiative
- Attention to detail
- Manual dexterity
- Physical strength and stamina

## Related career opportunities

- Concrete Placer, Caster, Finisher and Related Worker
- Construction Supervisor
- Foreman/Forewoman
- Stone Dresser

**Alternative titles:** Stone Worker, Stone Sawyer, Stone Fabricator



## Job description and duties

The main tasks of Stone Dressers are to work on rough pieces of rock, such as granite, limestone and marble, in order to create material of a required shape, dimension and design. A Stone Dresser is typically expected to:

- Break up and sort blocks of rocks and slabs for further processing
- Verify the size and type of cuts and carvings to ensure that these adhere to the required design
- Transfer designs from paper on to stone, by freehand or by the use of tracing paper
- Cut, chip and shape the stone according to specifications
- Carve or sculpt the stone into specific shapes including figures or abstract designs
- Smooth the surface of the stone
- Carry out stone dressing according to specifications which may include polishing the stone manually or by the use of machinery
- Repair and replace stonework on old buildings, churches and monuments

## Work environment

Stone Dressers mainly work in workshops. They may also be required to work at other locations when carrying out repair work-related to conservation and restoration on buildings or other structures.

Stone Dressers typically work on a full-time basis spread over five days a week.

Working in this sector is particularly strenuous and involves lifting heavy materials and standing, bending and kneeling most of the time. This work also involves working outdoors in different weather conditions.

## Occupation data

Number of employees (2017)	67
Share of foreigners (2017)	6%
Job Outlook (2018 - 2022)	+10%
Median Pay (per annum)	€14,400

## Entry level education / special licences / warrants

Although there are no specific educational requirements to work as a Stone Dresser, a formal qualification may be useful to gain the required skills. Training programmes include:

- Diploma in Construction & Stone Masonry (MCAST) (MQF Level 3)
- Stone Mason's Course (Leading to Mason's Licence) - Part 1 (MCAST)
- Stone Mason's Course (Leading to Mason's Licence) - Part 2 (MCAST)



# Concrete Placer, Caster, Finisher and Related Worker

For those Stone Dressers working in conservation and restoration, the following training programmes are available:

- Diploma in Masonry Heritage Skills (*Sewwej*) (MCAST) (MQF Level 3)
- Advanced Diploma in Masonry Heritage Skills (*Mastru*) (MCAST) (MQF Level 4)
- Higher Diploma in Masonry Heritage Skills (*Kapumastru*) (MCAST) (MQF Level 5)

It is general practice that Stone Dressers are also in possession of a Masons' licence, issued by the Building Regulation Office. To be eligible for this licence, a qualification in Stone Masonry is required.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

Employers may request experience in construction or quarrying related roles.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Stone Dressers are expected to have:

- Knowledge of building and construction engineering principles
- The ability to calculate surface areas and quantities
- The ability to operate stonecutting, drilling and sawing machinery and equipment
- The ability to utilise a range of tools including saws, chisels, sandblasting nozzles and jackhammers
- Knowledge of health and safety procedures

Transferable skills should include:

- Communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Accuracy
- An artistic orientation
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Patience
- Strength and stamina

## Related career opportunities

- Bricklayer and Stonemason
- Building Construction Labourer
- Concrete Placer, Caster, Finisher and Related Worker
- Construction Supervisor
- Machine Operator (Stonecutting or Processing)

**Alternative titles:** Cement Mason, Masonry Worker, Concrete Finisher



## Job description and duties

Concrete Placers, Casters, Finishers and Related Workers place and finish concrete in order to create concrete beams, columns and panels. A Concrete Placer, Caster, Finisher and Related Worker is typically expected to:

- Read blueprints or drawings to calculate needed materials
- Assemble a formwork
- Check supplies of cement and concrete and prepare the required amounts according to specifications
- Operate machinery to pour the concrete
- Monitor how the wind and temperatures affect the drying process
- Clean excess materials and finish the concrete by cutting, screeding or levelling, compacting, smoothing and chamfering to prevent chipping
- Colour concrete surface if required
- Clean and polish surfaces with hand and power tools

## Work environment

Concrete Placers, Casters, Finishers and Related Workers are typically employed by building contractors, construction companies, turnkey contractors, and other businesses in the private sector.

Concrete Placers, Casters, Finishers and Related Workers may be required to work at multiple sites during the same period. Work is typically on a full-time basis. Working overtime and during weekends may be required in order to meet tight deadlines. Working in this sector is particularly strenuous and involves working outdoors in different weather conditions.

## Occupation data

Number of employees (2017)	444
Share of foreigners (2017)	91%
Job Outlook (2018 - 2022)	+14%
Median Pay (per annum)	€11,600

## Entry level education / special licences / warrants

Although there are no set entry requirements to work as a Concrete Placer, Caster, Finisher and Related Worker, previous experience in construction may be useful. Although workers typically learn the trade while on-the-job, formal training programmes include:

- Diploma in Construction Engineering (MCAST) (MQF Level 3)

# Carpenter and Joiner

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

## Knowledge and skills

Concrete Placers, Casters, Finishers and Related Workers are expected to have:

- Knowledge of building and construction methods
- Knowledge of materials used in building and construction
- The ability to use and maintain various types of machinery, equipment and tools
- The ability to monitor operations, such as read gauges, dials and other indicators to see that machines are working properly
- The ability to work at heights
- Knowledge of health and safety procedures

Transferable skills should include:

- Communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Accuracy
- Arm-hand steadiness
- Efficiency
- Manual dexterity
- Physical strength and stamina

## Related career opportunities

- Bricklayers and Stonemasons (*Bennej*)
- Building Construction Labourer
- Bulldozer, Steamroller and Mechanical Shovel Driver
- Construction Plant Operator
- Driver, Crane, Hoist and Related Plant Operator
- Structural-Metal Preparer and Erector for Building Construction

**Alternative titles:** Furniture maker, Shipwright (wood)



## Job description and duties

Carpenters and Joiners are responsible for designing, fitting and maintaining wooden structures, fittings and furniture for various private and commercial premises including shops, offices, hotels, homes, theatres and film productions. A Carpenter and Joiner is typically expected to:

- Plan job requirements in order to estimate cost and time required
- Choose appropriate materials for production in accordance with the client's needs
- Design and assemble different types of furniture including chairs, cabinets and tables according to specifications
- Construct, erect and install heavy framed wooden structures on building sites
- Check for stability and accurate dimensions of manufactured products as well as correcting any imperfections using methods such as sanding
- Carry out post-production finishing such as insecticidal coatings, colouring, varnishing painting wood and lacquering

- Decorate, carve, paint and sculpt various elements
- Perform basic maintenance of joinery
- Maintain job records

## Work environment

Carpenters and Joiners are typically employed by furniture companies, turnkey contractors, designers and other businesses that deal with the construction of homes and other buildings in the private sector. Opportunities within the public sector may also be available. Locally, Carpenters and Joiners are also in demand in the film industry; however such work is typically on a short-term basis. Additionally, Carpenters and Joiners may choose to work on a self-employed basis.

Carpenters and Joiners typically work full-time. Working overtime and during weekends may be required in order to meet tight deadlines.

## Occupation data

Number of employees (2017)	737
Share of foreigners (2017)	21%
Job Outlook (2018 - 2022)	+8%
Median Pay (per annum)	€12,500

## Entry level education / special licences / warrants

Although Carpenters and Joiners may learn the trade while on-the-job, formal training programmes include:



# Floor Layer and Tile Setter

- Diploma in Joinery and Furniture Making (MCAST) (MQF Level 3)
- Advanced Diploma in Joinery, Furniture Design and Manufacturing (MCAST) (MQF Level 4)
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team
- Negotiation skills (where applicable)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Carpenters and Joiners are expected to have:

- Practical and technical skills related to carpentry and joinery
- Knowledge of different types of wood
- The ability to use and maintain various types of machinery, equipment and tools
- The ability to plan and execute accurate measurement
- The ability to interpret technical drawings
- Business and financial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills

## Additional qualities

These may include:

- A cautious attitude
- A practical orientation
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Creativity
- Manual dexterity
- Physical strength and stamina

## Related career opportunities

- Cabinet Maker
- Kitchen Unit Installer
- Marine Craftsperson

**Alternative titles:** Floor Covering Contractor, Flooring Installer, Tile Installer, Parquet Layer, Tile Layer



## Job description and duties

Floor Layers and Tile Setters lay and finish carpet, wood, vinyl and tiles to walls, floors, and roof decks, both for aesthetic and practical reasons. A Floor Layer and Tile Setter is typically expected to:

- Plan job requirements in order to estimate cost and time required
- Remove existing flooring or wall covering
- Inspect surface to be covered to ensure that it is firm and dry
- Sweep, scrape, sand or chip dirt and irregularities to clean base surfaces, correcting imperfections on the surface to be covered
- Measure the area and cut flooring material to fit around obstructions using a variety of tools
- Assemble flooring according to the design plans
- Place flooring, using different materials such as adhesives, nails or staples
- Trim or remove excess compound, carpet or linoleum

- Apply necessary finishes (e.g. sealants, grouting)
- Measure and mark surfaces to be tiled, following design and blueprints
- Clean and smooth the surface
- Lay and set mosaic tiles to create an attractive wall, mural and/or floor designs
- Align and straighten tile using equipment such as levels and squares
- Budget for projects and order construction supplies
- Communicate with clients about ideas and give recommendations on how best to implement their ideas

## Work environment

Floor Layers and Tile Setters are typically employed by building contractors, construction companies, turnkey contractors, designers and other businesses that deal with the construction of homes and other buildings in the private sector. Additionally, Floor Layers and Tile Setters may choose to work on a self-employed basis.

Floor Layers and Tile Setters typically work full-time. Working overtime and during weekends may be required in order to meet tight deadlines.

## Occupation data

Number of employees (2017)	62
Share of foreigners (2017)	56%
Job Outlook (2018 - 2022)	+11%
Median Pay (per annum)	€9,600

# Plasterer (Kisi)

## Entry level education / special licences / warrants

Although there are no set entry requirements to work as a Floor Layer and Tile Setter, previous experience in construction may be useful. Although workers typically learn the trade while on-the-job, formal training programmes include:

- Diploma in Trowel Trades (Plastering and Tile Laying or Painting and Decorating) (MCAST) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

Individuals who do not have any formal qualifications may apply for the Construction Industry Skill Card (CISC) issued by the Building Industry Consultative Council (BICC) after gaining experience in this trade.

## Knowledge and skills

Floor Layers and Tile Setters are expected to have:

- Practical and technical skills related to floor laying and tile setting
- Knowledge of different types of flooring materials and how to cut and fit or apply them appropriately
- Knowledge of standard concepts, processes and procedures in the construction finishing process

- The ability to use and maintain various types of machinery, equipment and tools
- The ability to read and interpret blueprints, plans, drawings and specifications
- The ability to plan and execute accurate measurement
- The ability to stand, bend, crouch and kneel for long periods of time
- Business and financial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team
- Negotiation skills (where applicable)

## Additional qualities

These may include:

- Arm-hand steadiness
- Attention to detail
- Dependability
- Manual dexterity
- Physical stamina
- Precision

## Related career opportunities

- Carpenter and Joiner
- Gypsum Worker
- Insulation Worker
- Painter and Related Worker
- Plasterer
- Terrazzo Worker and Finisher

## Alternative title: Stucco Plasterer



## Job description and duties

Plasterers are primarily responsible for covering exterior and interior walls with plaster to form a solid, smooth layer that can then be decorated by Painters or Tile Layers. A Plasterer is typically expected to:

- Advise customers on suitable products for their projects and prepare quotes by costing and estimating material required according to the type of plastering needed
- Purchase material
- Set up scaffolding
- Clean and prepare surfaces for plastering
- Plaster surfaces
- Sand down plastered surfaces ready for painting and finishing
- Ensure area is clean and tidy when plastering is complete
- Supervise employees (where applicable)

## Work environment

Plasterers are typically employed by building contractors, construction companies, turnkey

contractors, designers and other businesses that deal with the construction of homes and other buildings in the private sector. Locally, Plasterers are also in demand in the film industry; however such work is typically on a short-term basis. Additionally, Plasterers may choose to work on a self-employed basis.

Plasterers may be required to work at different locations, working both indoors and outdoors and includes working at heights and on scaffolding.

Plasterers typically work full-time. Working overtime and during weekends may be required in order to meet tight deadlines.

## Occupation data

Number of employees (2017)	298
Share of foreigners (2017)	39%
Job Outlook (2018 - 2022)	+12%
Median Pay (per annum)	€10,400

## Entry level education / special licences / warrants

Although there are no set entry requirements to work as a Plasterer, previous experience in construction may be useful. Although workers typically learn the trade while on-the-job, formal training programmes include:

- Diploma in Trowel Trades (Plastering and Tile Laying or Painting and Decorating) (MCAST) (MQF Level 3)



# Gypsum Worker

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

Individuals who do not have any formal qualifications may apply for the Construction Industry Skill Card (CISC) issued by the Building Industry Consultative Council (BICC) after gaining experience in this trade.

## Knowledge and skills

Plasterers are expected to have:

- Practical and technical skills related to plastering
- Knowledge of standard concepts, processes and procedures in the construction finishing process
- The ability to plan and execute accurate measurement
- Knowledge of plastering materials, compounds and equipment
- The ability to erect and install scaffolding and other working platforms
- The ability to stand for long periods of time, bend, crouch and kneel
- Business and financial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team
- Negotiation skills (where applicable)

## Additional qualities

These may include:

- Arm-hand steadiness
- Attention to detail
- Dependability
- Manual dexterity
- Physical stamina
- Precision

## Related career opportunities

- Bricklayer and Stonemason (*Bennej*)
- Building Construction Labourer
- Floor Layer and Tile Setter
- Insulation Worker
- Painter and Related Worker

**Alternative titles:** Gypsum Board Worker, Drywall Worker/Installer



## Job description and duties

Gypsum Workers install and plaster gypsum boards onto ceilings, walls and other surfaces. A Gypsum Worker is typically expected to:

- Advise clients on the gypsum structure design for the home/premises and the latest trends (where applicable)
- Plan job requirements in order to estimate costs, material and time required
- Choose appropriate materials in accordance with the client's needs
- Clean and prepare surfaces
- Apply and finish acoustic, insulating and fireproofing materials
- Prepare corner beads and secure them in position
- Determine the layout, measure, mark and cut gypsum boards, lift and position the boards, and secure them in place
- Assemble and install precast cornices, panel mouldings, ceiling centers, metal framing and other fittings by using hand tools, portable power tools or adhesive
- Cover joints and nail holes with gypsum material, and smooth them using wet brushes

and sand paper for a smooth finish

- Mix and apply coats of gypsum to structures using trowels and levelling and smoothing coats to uniform thickness
- Create decorative textures in finishing coats when required

## Work environment

Gypsum Workers are typically employed by building contractors, construction companies, turnkey contractors, designers and other businesses that deal with the construction of homes and other buildings in the private sector. Locally, Gypsum Workers are also in demand in the film industry; however such work is typically on a short-term basis. Additionally, a number of Gypsum Workers may choose to work on a self-employed basis.

Gypsum Workers may be required to work at different locations. Gypsum work typically involves working indoors and includes working at heights and on scaffolding.

Gypsum Workers typically work full-time. Working overtime and during weekends may be required in order to meet tight deadlines.

## Occupation data

Number of employees (2017)	85
Share of foreigners (2017)	69%
Job Outlook (2018 - 2022)	+9%
Median Pay (per annum)	€9,400

# Pipe Fitter

## Entry level education / special licences / warrants

Although there are no set entry requirements to work as a Gypsum Worker, previous experience in construction may be useful. Although workers typically learn the trade while on-the-job, formal training programmes include:

- Preparation and Installation of Flat Gypsum Board (MCAST)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Individuals who do not have any formal qualifications may apply for the Construction Industry Skill Card (CISC) issued by the Building Industry Consultative Council (BICC) after gaining experience in this trade.

## Knowledge and skills

Gypsum Workers are expected to have:

- Practical and technical skills related to gypsum installation
- Knowledge of standard concepts, processes and procedures in the construction finishing process
- The ability to read and interpret blueprints, drawings and specifications
- The ability to plan and execute accurate measurement
- The ability to erect and install scaffolding and other working platforms
- The ability to stand for long periods of time, bend, crouch and kneel
- Business and financial skills (in case of self-employment)
- Negotiation skills (where applicable)
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Arm-hand steadiness
- Attention to detail
- Dependability
- Manual dexterity
- Physical stamina
- Precision

## Related career opportunities

- Bricklayer and Stonemason (*Bennej*)
- Building Construction Labourer
- Floor layer and Tile Setter
- Insulation Worker
- Painter and Related Worker
- Plasterer
- Tile Layer

**Alternative titles:** Multi-Skilled Fitter, Pipe Layer, Pipe Installer



## Job description and duties

Pipe Fitters are responsible for the installation, repair and maintenance of piping systems used for water, gas, air conditioning, central heating and ventilation. A Pipe Fitter is typically expected to:

- Determine the optimal layout for new plumbing and ventilation installations based on technical drawings
- Establish and plan sequence of pipe installations
- Determine equipment and material required
- Assemble pipe systems by measuring, cutting, bending and joining together different fixtures
- Install large piping fixtures in ditches to form part of sewers, water mains or other infrastructure
- Inspect, examine and test installed systems and pipes
- Repair, upgrade or carry out modifications on existing installations and systems

## Work environment

Pipe Fitters are required in a number of sectors mainly in water supply, building services and electricity generation and distribution. Work settings include construction sites, power plants, commercial structures and factories.

Pipe Fitters usually work on a full-time, shift basis. This role may necessitate being on call, in case of a fault which requires immediate repair.

## Occupation data

Number of employees (2017)	259
Share of foreigners (2017)	13%
Job Outlook (2018 - 2022)	+6%
Median Pay (per annum)	€15,100

## Entry level education / special licences / warrants

Entry requirements to work as a Pipe Fitter may vary depending on work setting. While some employers tend to give more importance to aptitude and related experience, others may require a formal qualification in Plumbing or related areas. Training programmes include:

- Diploma in Plumbing and Liquid Petroleum Gas Systems (MCAST) (MQF Level 4)
- Diploma in Heating, Ventilation and Air-Conditioning (MCAST) (MQF Level 4)



# Plumber

Other courses may include:

- Plumbing Installations using Fusion Welded Pipes and Fittings (MCAST)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence may be required for this role.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Pipe Fitters are expected to have:

- Technical skills required to use multiple tools and sophisticated equipment such as pipe cutters, pipe-threading machines and pipe-bending machines
- The ability to understand engineering drawings and designs
- Knowledge of different materials and equipment
- Observational skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- Organisational and planning skills

- Analytical, problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure in a quick and efficient manner
- The ability to work independently and as part of a team
- The ability to keep calm in challenging situations

## Additional qualities

These may include:

- A practical orientation
- A sense of initiative
- A willingness to learn
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Patience

## Related career opportunities

- Building Electrician
- Engineering Maintenance Technician
- Mechanical Engineering Technician
- Plumber
- Refrigeration & Air-Conditioning Technician
- Steam Engine and Boiler Plant Operator

**Alternative titles:** Commercial Plumber, Domestic Plumber



## Job description and duties

Plumbers are responsible for different duties that include fitting and repairing water and sanitation systems, fitting and repairing sanitary wares and appliances in residential and commercial buildings. A Plumber is typically expected to:

- Plan job requirements in order to estimate cost and time required
- Set-up and service drainage and water supplies
- Carry out chasing tasks through brick and stone
- Prepare and install plastic water supply pipes, drains, fittings and accessories
- Install water pumps and water tanks
- Find and fix faults and leakages in plumbing systems
- Install and fix home appliances such as showers, mixers, washing machines, dishwashers and water heaters
- Attend to emergency calls to fix problems such as leaks, blockages and faults
- Perform scheduled maintenance on plumbing systems

## Work environment

Plumbers are typically employed by building contractors, construction companies, turnkey contractors and other businesses that deal with the construction of homes and other buildings in the private sector. Opportunities within the public sector may also be available. Plumbers may work independently and/or collaborate with others in teams, particularly in larger companies. Additionally, a number of Plumbers may choose to work on a self-employed basis.

Plumbers work in private homes, businesses, factories and/or construction sites and are often required to travel from site to site. Plumbers typically work on a full-time basis. Working overtime and during weekends may be required in order to meet tight deadlines. Some Plumbers may also be on call in case of urgent repairs.

## Occupation data

Number of employees (2017)	137
Share of foreigners (2017)	61%
Job Outlook (2018 - 2022)	+10%
Median Pay (per annum)	€10,800

## Entry level education / special licences / warrants

To work as a Plumber, a qualification at MQF Level 4 is typically required. Training programmes include:

# Painter and Related Worker

- Advanced Diploma in Plumbing and Liquid Petroleum Gas Systems (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

Individuals who do not have any formal qualifications may apply for the Construction Industry Skill Card (CISC) issued by the Building Industry Consultative Council (BICC) after gaining experience in this trade.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Plumbers are expected to have:

- The ability to understand technical drawings and plans
- The ability to adhere to blueprints and single out faults and flaws
- The ability to use and maintain equipment and tools such as pressure gauges, pipe and tube cutters, wrenches and pipe/drain cleaning equipment
- The ability to do hydrostatic testing
- Knowledge of building regulations
- The willingness to work in cramped spaces and the ability to spend long periods standing and/or kneeling

- Business and financial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Communication skills in Maltese and/or English
- The ability to follow instructions
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team
- Negotiation skills (where applicable)

## Additional qualities

These may include:

- A cautious attitude
- A practical orientation
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Physical strength and stamina
- The ability to keep calm in challenging situations

## Related career opportunities

- Electrician
- Handyperson
- Heating, Ventilation and Air Conditioning Technician (HVAC Technician)
- Installation, Maintenance and Repair Technician
- Pipe Fitter
- Plumbing and Domestic Heating Technicians
- Water System Technician

**Alternative titles:** Painter and Decorator, Construction Painter, Wallpaper Decorator



## Job description and duties

Painters and Related Workers are primarily responsible for preparing exterior, interior walls and ceilings for painting or wallpapering. A Painter and Related Worker is typically expected to:

- Plan job requirements in order to estimate cost and time required
- Choose appropriate materials in accordance with the client's needs
- Install scaffolding (where applicable)
- Cover floors and furniture to protect from damage
- Prepare surface for painting by scraping or sanding
- Fill holes and cracks with plaster
- Mix paint to the required shade
- Apply paint or other finishing materials
- Ensure the area is clean after completion

## Work environment

Painters and Related Workers are typically employed by building contractors, construction

companies, turnkey contractors, re-modelers and other businesses that deal with the construction of homes and other buildings in the private sector. Additionally, a number of Painters and Related Workers may choose to work on a self-employed basis.

Painters and Related Workers may be required to work both indoors and outdoors and includes working at heights.

Painters and Related Workers typically work full-time. Working overtime and during weekends may be required in order to meet tight deadlines.

## Occupation data

Number of employees (2017)	70
Share of foreigners (2017)	20%
Job Outlook (2018 - 2022)	+12%
Median Pay (per annum)	€14,500

## Entry level education / special licences / warrants

Although there are no set entry requirements to work as a Painter and Related Worker, previous experience in construction may be useful. Although workers typically learn the trade while on-the-job, formal training programmes include:

- Diploma in Trowel Trades (Plastering and Tile Laying or Painting and Decorating) (MCAST) (MQF Level 3)



# Spray Painter and Varnisher

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

## Knowledge and skills

Painters and Related Workers are expected to have:

- Knowledge and uses of different types of paint and their various applicators
- Knowledge of how to hang wallpapers
- The ability to calculate surface areas and quantities
- The ability to erect and install scaffolding and other working platforms
- The ability to stand for long periods of time, bend, crouch and kneel
- Business and financial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- The ability to follow instructions
- The ability to communicate in Maltese and/or English
- Numeracy skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team
- Negotiation skills (where applicable)

## Additional qualities

These may include:

- Accuracy
- Arm-hand steadiness
- Attention to detail
- Efficiency
- Manual dexterity
- Physical strength and stamina

## Related career opportunities

- Carpenter and Joiner
- Concrete Placers, Casters, Finishers and Related Workers
- Floor Layer and Tile Setter
- Gypsum Worker
- Insulation Worker
- Plasterer
- Tile Layer

**Alternative titles:** Vehicle Paint Sprayer, Body-Shop Worker, Manufactured Articles Painter



## Job description and duties

Spray Painters and Varnishers' main tasks revolve around paint job restoration on metal, wooden and other manufactured products. A Spray Painter and Varnisher is typically expected to:

- Inspect and assess paint damage
- Set up any paint equipment necessary and prepare bodywork by removing dust and sanding
- Select, match and mix colours
- Prime, paint and varnish surfaces (using spray guns and motorised sanders)
- Refinish repairs so that results match the surrounding areas
- Evaluate the quality of work and results

## Work environment

Spray Painters and Varnishers may work in different settings such as independent garages or manufacturing and restoration companies.

Spray Painters and Varnishers typically work on a full-time basis. Working hours are usually up to 40 hours spread over five days a week. Working on Saturdays may be required depending on the workplace. A system of shifts may be present in larger companies.

Spray Painters and Varnishers typically conduct their work in a workshop that includes a spray-painting booth. After having gained work experience in the sector, Spray Painters and Varnishers may opt to run their own business.

## Occupation data

Number of employees (2017)	141
Share of foreigners (2017)	16%
Job Outlook (2018 - 2022)	+19%
Median Pay (per annum)	€12,400

## Entry level education / special licences / warrants

To work as a Spray Painter and Varnisher, a qualification at MQF Level 3 or higher is typically required. Training programmes include:

- Diploma in Automotive Repair (Body and Paint) (MCAST) (MQF Level 3)

# Welder and Flame Cutter

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Spray Painters and Varnishers are expected to have:

- The ability to use and control a range of tools
- The ability to measure the substances and quantities needed for spray painting processes
- The ability to employ different spray painting techniques
- The ability to match colours and spray paint skilfully
- An awareness of the national safety standards and regulations
- Business and financial skills (in case of self-employment)
- Customer care skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A methodical approach
- A passion for vehicles
- A practical orientation
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Patience
- Precision

## Related career opportunities

- Carpenter
- Metal Coating Machine Operator
- Motor Vehicle Mechanic and Repairer
- Panel Beater
- Wood Treater

**Alternative title:** Fabricator



## Job description and duties

Welders and Flame Cutters cut, shape and join metal plates and pipes together to construct structures, equipment and machinery. A Welder and Flame Cutter is typically expected to:

- Analyse and understand plans and drawings
- Arrange parts prior to assembly
- Operate power tools
- Monitor and regulate gas valves
- Weld metal parts by the method of welding required, including oxy-acetylene gas welding, manual metal arc welding and metal inert gas welding
- Mix and apply protective coatings to materials
- Carry out quality control testing including examining materials for defects
- Dismantle metal assemblies

## Work environment

Welders and Flame Cutters may work in a variety of industries including building and construction, manufacturing, transport and ship repair.

Welders and Flame Cutters typically work on a full-time basis. Working overtime and during weekends may be required in order to meet tight deadlines. Additionally, Welders and Flame Cutters may choose to work on a self-employed basis.

## Occupation data

Number of employees (2017)	418
Share of foreigners (2017)	24%
Job Outlook (2018 - 2022)	+18%
Median Pay (per annum)	€15,900

## Entry level education / special licences / warrants

Although Welders and Flame Cutters may learn the trade while on-the-job, formal training programmes include:

- Diploma in Welding and Fabrication (MCAST) (MQF Level 3)
- Advanced Diploma in Welding and Fabrication (MCAST) (MQF Level 4)

Additionally, short courses focusing on specific types of welding include:

- Basic Manual Metal Arc Welding (MMA)
- Manual Metal Arc Welding (MMA)
- Metal Inert Gas (MIG) Welding
- Oxy-Acetylene Welding
- Tungsten Inert Gas Welding (TIG)
- Gas Tungsten Arc Welding (GTAW)



# Panel Beater

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Welders and Flame Cutters are expected to have:

- Practical and technical skills related to welding processes
- Knowledge of materials used in welding
- The ability to use and maintain various types of machinery, equipment and tools
- The ability to work at height
- Business and financial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team
- Negotiation skills (where applicable)

## Additional qualities

These may include:

- A cautious attitude
- A practical approach
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Hand-to-eye coordination
- Manual dexterity
- Physical strength and stamina

## Related career opportunities

- Aluminium Worker
- Blacksmith, Hammersmith and Forging Press Worker
- Sheet-Metal Worker
- Steel Worker
- Structural-Metal Preparer and Erector for Building Construction

**Alternative titles:** Vehicle Body Repairer, Automotive Body Repairer



## Job description and duties

Panel Beaters' main tasks usually include the restoring, refinishing and replacing of vehicle bodies and frames, and paint job restoration on a vehicle. A Panel Beater is typically expected to:

- Inspect and assess damage
- Be able to review repair cost estimates and plan work that needs to be performed
- Remove any damaged panels or body parts for repair
- Smooth out minor and major dents in panels
- Remove damaged body parts (such as glass that cannot be repaired and damaged door panels among others)
- Realign car frames to enable repair of structural damage
- Weld any panels and sections into place using the necessary equipment (such as wrenches, welding equipment & power grinders)
- Install and seal windshield frames

- Prime and paint repaired surfaces (using electrical or air equipment such as spray guns and motorised sanders)
- Refinish repairs to match the surrounding areas

## Work environment

Panel Beaters may work in different settings such as independent garages and body repair centres situated within auto dealers and auto import companies. Panel Beaters typically conduct their work in a workshop that includes a spray-painting booth.

Panel Beaters typically work on a full-time basis. Working hours are usually up to 40 hours spread over five days a week. Working on Saturdays may be required depending on the workplace. A system of shifts may be present in larger companies.

After having gained work experience in the sector, Panel Beaters may opt to run their own business.

## Occupation data

Number of employees (2017)	123
Share of foreigners (2017)	9%
Job Outlook (2018 - 2022)	+10%
Median Pay (per annum)	€13,700

# Sheet-Metal Worker

## Entry level education / special licences / warrants

To work as a Panel Beater, a qualification at MQF Level 3 or higher is typically required. Training programmes include:

- Diploma in Automotive Repair (Body and Paint) (MCAST) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Panel Beaters are expected to have:

- The ability to use and control a range of tools such as pneumatic tools, plasma cutters and heavy-duty hydraulic jacks
- The ability to employ different vehicle painting techniques
- The ability to match colours and spray paint skilfully
- An awareness of the national safety standards and vehicle regulations
- Business and customer care skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A methodical approach
- A passion for vehicles
- A practical orientation
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Patience
- Precision

## Related career opportunities

- Metal Coating Machine Operator
- Motor Vehicle Mechanic and Repairer
- Service Advisor
- Spray Painter and Varnisher
- Welder and Flame Cutter

## Alternative title: Sheet-Metal Fabricator



## Job description and duties

Sheet-Metal Workers manufacture, repair and install components primarily made from sheet-metal, including iron, aluminium and steel. Sheet-metal is utilised to fabricate various products, including ducts for heating and air conditioning. A Sheet-Metal Worker is typically expected to:

- Determine the required materials, procedures and other prerequisites to complete a job
- Measure and mark sheets of metal in preparation for cutting
- Cut, bend and shape sheets of metal
- Carry out soldering and welding
- Manufacture and repair objects out of metal
- Create new metal components, and assemble components in line with specifications and blueprints
- Install and repair metal components such as boilers, tanks and similar containers
- Carry out quality control on finished products

## Work environment

Sheet-Metal Workers may work in a variety of industries including building and construction, manufacturing and ship repair.

Sheet-Metal Workers typically work in an industrial environment out of a garage, workshop or factory.

Sheet-Metal Workers typically work on a full-time basis. Working overtime and during weekends may be required in order to meet tight deadlines. Additionally, Sheet-Metal Workers may choose to work on a self-employed basis.

## Occupation data

Number of employees (2017)	126
Share of foreigners (2017)	21%
Job Outlook (2018 - 2022)	+7%
Median Pay (per annum)	€13,000

## Entry level education / special licences / warrants

Although Sheet-Metal Workers may learn the trade while on-the-job, formal training programmes include:

- Aluminium Alloys and Steel Welding using TIG and MIG Processes (MCAST)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.



# Aluminium Worker

## Knowledge and skills

Sheet-Metal Workers are expected to have:

- Practical and technical skills related to sheet-metal manufacture and installation
- Knowledge of the properties of different metals
- Knowledge of metal casting
- The ability to use and maintain various types of machinery, equipment and tools, including shears, grinders and crimping machines
- The ability to interpret technical drawings
- The ability to use computer-aided drafting and design and building information modeling systems (in cases where automated machinery is being used)
- Business and financial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A cautious attitude
- A practical orientation
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Physical strength and stamina

## Related career opportunities

- Aluminium Worker
- Blacksmith, Hammersmith and Forging Press Worker
- Steel Worker
- Structural-Metal Preparer and Erector for Building Construction
- Welder and Flamecutter

**Alternative title:** Aluminium Fabricator



## Job description and duties

Aluminium Workers manufacture, repair and install components primarily made from aluminium, with the possibility of working with other metals. An Aluminium Worker is typically expected to:

- Take measurements of apertures or balconies
- Screw or weld aluminium pieces together
- Deliver the finished or assembled product
- Measure and mark aluminium profile in preparation for cutting
- Cut aluminium into the form required
- Manufacture, repair and install aluminium items
- Carry out quality control on finished products
- Issue quotations and invoices (where applicable)

## Work environment

Aluminium Workers typically work in an industrial environment out of a garage, workshop or factory. They may be required to work at heights.

Aluminium Workers typically work on a full-time basis. Working overtime and during weekends may be required in order to meet tight deadlines. Additionally, Aluminium Workers may choose to work on a self-employed basis.

## Occupation data

Number of employees (2017)	215
Share of foreigners (2017)	30%
Job Outlook (2018 - 2022)	+6%
Median Pay (per annum)	€10,000

## Entry level education / special licences / warrants

Although Aluminium Workers may learn the trade while on-the-job, formal training programmes include:

- Aluminium Alloys and Steels Welding using TIG and MIG Processes (MCAST)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

## Knowledge and skills

Aluminium Workers are expected to have:

- Practical and technical skills related to aluminium manufacture and installation
- Knowledge of the properties of aluminium and other metals, woods, glass and plastics
- Knowledge of metal casting
- Knowledge of current products and designs

- The ability to use and maintain various types of machinery, equipment and tools
- The ability to interpret technical drawings
- Business and financial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team
- Negotiation skills (where applicable)

#### Additional qualities

These may include:

- A cautious attitude
- A practical orientation
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Physical strength and stamina

#### Related career opportunities

- Blacksmith, Hammersmith and Forging Press Worker
- Sheet-Metal Worker
- Steel Worker
- Structural-Metal Preparer and Erector for Building Construction
- Welder and Flame Cutter

# Structural-Metal Preparer and Erector for Building Construction (incl. steel and pre-fabricated structures)

**Alternative titles:** Fabricator, Assembler, Structural-Metal Preparer, Structural Steel Fitter



#### Job description and duties

Structural-Metal Preparers and Erectors for Building Construction are responsible for assembling, erecting and dismantling structural metal frames of buildings, bridges and other structures. A Structural Metal Preparer and Erector for Building Construction is typically expected to:

- Read, understand and follow blueprints, schematics and layout specifications
- Manufacture reinforcements/armouring in steel and place in mould or pre-stressed concrete mould
- Assemble and fasten or dismantle structural elements according to assembly blueprints, schematics and layout specifications
- Position, align, fit and weld parts to form complete structures, using equipment such as jigs, welding torches and hand tools
- Check dimensions and perform any adjustments in case of misalignment
- Finish and trim pieces (corners, sleeve holes etc.)

#### Work environment

Structural-Metal Preparers and Erectors for Building Construction typically work on a full-time basis. Working overtime and during weekends may be required in order to meet tight deadlines. Working in this sector is particularly strenuous and involves working outdoors in different weather conditions.

#### Occupation data

Number of employees (2017)	110
Share of foreigners (2017)	84%
Job Outlook (2018 - 2022)	+13%
Median Pay (per annum)	€11,400

#### Entry level education / special licences / warrants

Although there are no set entry requirements to work as a Structural Metal Preparer and Erector for Building Construction, previous experience in construction may be useful. Knowledge of certain trades, such as welding, may also be useful. Although workers typically learn the trade while on-the-job, formal training programmes include:

- Diploma in Construction Engineering (MCAST) (MQF Level 3)
- Diploma in Welding and Fabrication (MCAST) (MQF Level 3)



# Blacksmith and Forging Press Worker

Additionally, short courses focusing on specific types of welding include:

- Basic Manual Metal Arc Welding (MMA)
- Manual Metal Arc Welding (MMA)
- Metal Inert Gas (MIG) Welding
- Oxy-Acetylene Welding
- Tungstan Inert Gas Welding

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

## Knowledge and skills

Structural-Metal Preparers and Erectors for Building Construction are expected to have:

- Knowledge of materials and methods used in the construction or repair of houses, buildings or other structures
- The ability to use and maintain various types of machinery, equipment and tools
- The ability to work with materials such as aluminium, ferrous metals and stainless steel
- The ability to work at heights
- Knowledge of health and safety procedures

Transferable skills should include:

- Communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills

- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Accuracy
- Arm-hand steadiness
- Efficiency
- Manual dexterity
- Physical strength and stamina

## Related career opportunities

- Blacksmith and Forging Press Worker
- Bricklayer and Stonemason (*Bennej*)
- Building Construction Labourer
- Concrete Placer, Caster, Finisher and Related Worker
- Steel Worker
- Welder and Flame Cutter

**Alternative titles:** Forge Worker, Hammersmith



## Job description and duties

Blacksmiths and Forging Press Workers work with various metals and alloys to produce items used in industry, decorative items and items for everyday use. A Blacksmith and Forging Press Worker is typically expected to:

- Heat, bend and hammer metal into shape
- Repair equipment (where applicable)
- Adjust and sharpen blades and other cutting tools
- Assemble and disassemble machinery (where applicable)
- Operate and repair furnaces
- Forge metals using hydraulic equipment and hammers
- Weld metals together
- Polish, sand and oil metallic objects
- Supervise production units
- Monitor inventory

## Work environment

Blacksmiths and Forging Press Workers typically work in an industrial environment out of a garage, workshop or factory.

Blacksmiths and Forging Press Workers typically work on a full-time basis. Additionally, Blacksmiths and Forging Press Workers may choose to work on a self-employed basis.

## Occupation data

Number of employees (2017)	30
Share of foreigners (2017)	20%
Job Outlook (2018 - 2022)	+10%
Median Pay (per annum)	€15,400

## Entry level education / special licences / warrants

Although Blacksmiths and Forging Press Workers may learn the trade while on-the-job, knowledge of welding may be useful to enter this occupation. Training programmes include:

- Diploma in Welding and Fabrication (MCAST) (MQF Level 3)
- Advanced Diploma in Welding and Fabrication (MCAST) (MQF Level 4)

Additionally, short courses focusing on specific types of welding include:

- Basic Manual Metal Arc Welding (MMA)
- Manual Metal Arc Welding (MMA)
- Metal Inert Gas (MIG) Welding
- Oxy-Acetylene Welding
- Tungstan Inert Gas Welding (TIG)
- Gas Tungstan Arc Welding (GTAW)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

# Steel Worker

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

## Knowledge and skills

Blacksmiths and Forging Press Workers are expected to have:

- Practical and technical skills related to blacksmithing and welding
- Knowledge of the properties of metals and alloys used, including wrought iron and steel
- Knowledge of metal casting
- The ability to use and maintain hand and power tools
- The ability to interpret technical drawings
- Business and financial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team
- Negotiation skills (where applicable)

## Additional qualities

These may include:

- A cautious attitude
- A practical orientation
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Physical strength and stamina

## Related career opportunities

- Aluminium Worker
- Sheet-Metal Worker
- Steel Worker
- Structural Metal Preparer and Erector for Building Construction
- Welder and Flamecutter

**Alternative titles:** Steel Erector, Steel Fabricator, Ironworker



## Job description and duties

Steel Workers shape, assemble and erect steel and iron to form structures. A Steel Worker is typically expected to:

- Unload and stack steel and iron
- Adhere to the drawings and plans provided
- Position iron and steel loads into the required spot
- Ensure alignment of steel and iron
- Fasten steel and iron with bolts, wires or by welding
- Dismantle steelwork on completed jobs

## Work environment

Steel Workers are typically employed by building contractors, construction companies, turnkey contractors, businesses that deal with the construction of homes and other buildings, steel fabrication and ship building companies.

Steel Workers may be required to work at multiple sites during the same period. Steel Workers typically work on a full-time basis. Working overtime and during weekends may be required in order to meet tight deadlines.

## Occupation data

Number of employees (2017)	334
Share of foreigners (2017)	76%
Job Outlook (2018 - 2022)	+15%
Median Pay (per annum)	€12,200

## Entry level education / special licences / warrants

Although there are no set entry requirements to work as a Steel Worker, previous experience in construction may be useful. Although workers typically learn the trade while on-the-job, formal training programmes include:

- Steel Fixing (Part 1) (MCAST)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

## Knowledge and skills

Steel Workers are expected to have:

- Practical and technical skills related to steel fixing
- Knowledge of building and construction methods
- Knowledge of materials used in building and construction
- The ability to use and maintain various types of machinery, equipment and tools
- The ability to work at heights
- Knowledge of health and safety procedures



# Toolmaker and Related Worker

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A cautious attitude
- A practical orientation
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Physical strength and stamina

## Related career opportunities

- Aluminium Worker
- Blacksmith, Hammersmith and Forging Press Worker
- Structural-Metal Preparer and Erector for Building Construction
- Welder and Flame Cutter

**Alternative titles:** Machinist, Locksmith, Pattern Maker, Die Maker



## Job description and duties

Toolmakers and Related Workers create and produce specialised tools used in manufacturing processes. They also carry out repairs to custom-made tools, machinery and other equipment. A Toolmaker and Related Worker is typically expected to:

- Interpret technical drawings and datasheets
- Prepare templates for required work
- Calculate the dimensions and tolerances based on technical data (where applicable)
- Prepare moulds and castings for production
- Make use of handheld and computer controlled machinery to cut and shape materials
- File, grind and assemble parts together to form final product
- Repair or modify equipment
- Prepare and design patterns for future moulds (where applicable)
- Use precision measuring equipment to ensure the final product meets required specifications

## Work environment

Toolmakers and Related Workers usually work in an industrial environment out of a garage, workshop or factory. The job may be physically demanding and may require carrying heavy materials and tools.

Toolmakers and Related Workers typically work on a full-time basis. Working hours are usually up to 40 hours and may include shift work.

## Occupation data

Number of employees (2017)	96
Share of foreigners (2017)	4%
Job Outlook (2018 - 2022)	+2%
Median Pay (per annum)	€18,400

## Entry level education / special licences / warrants

Training programmes for Toolmakers and Related Workers include:

- Diploma in Welding and Fabrication (MCAST) (MQF Level 3)
- Advanced Diploma in Welding and Fabrication (MCAST) (MQF Level 4)
- Advanced Diploma in Manufacturing (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular

# Machine Tool Setter and Setter-Operator

MQF Level by the MQRIC office within NCFHE.

For related training offered by educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Toolmakers and Related Workers are expected to have:

- Knowledge of the properties of various metals, woods and plastics
- The ability to interpret technical drawings
- Knowledge of metal casting
- Knowledge of the proper use of metal working equipment
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- IT skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A practical orientation
- Arm-hand steadiness
- Attention to detail
- Creativity and Innovation
- Diligence
- Manual dexterity
- Patience
- Precision

## Related career opportunities

- Blacksmith, Hammersmith and Forging Press Worker
- Machine Tool Setter and Setter-Operator
- Mechanical Engineer Technician
- Sheet-Metal Worker
- Steel Worker
- Tool Production Machine Operator
- Welder and Flame Cutter

**Alternative titles:** Machine Setter, Metal Working Machine Tool Setters and Operators; Metal Turner, Rivet Production Machine Operator, Tool Production Machine Operator



## Job description and duties

Machine Tool Setters and Setter-Operators are responsible for setting up and/or operating machines and tools which are used during production processes in factories and/or plants. A Machine Tool Setter and Setter-Operator is typically expected to:

- Set-up and/or adjust settings of machinery in line with technical specifications and requirements
- Read work orders to determine product specifications and tooling instructions in order to plan the order of operations
- Train workers on how to operate machinery and tools
- Check the condition of machinery and tools on a regular basis
- Detect faults and defects in machinery and tools
- Undertake basic maintenance work including replacing worn machine parts and oiling of machines and tools
- Inform the supervisor when major maintenance and repair is required

- Adjust and sharpen cutting tools
- Assemble and disassemble tools
- Assist different departments with technical issues
- Keep the workspace tidy and organised

It is common that Machine Tool Setters and Setter-Operators progress to this role whilst maintaining their role of Machine Operator.

## Work environment

Machine Tool Setters and Setter-Operators work in various manufacturing industries, including but not limited to: pharmaceuticals, plastics, food and beverage, metal, furniture and appliances.

Machine Tool Setters and Setter-Operators work on a full-time basis. Working hours are usually up to 40 hours spread over five days a week.

## Occupation data

Number of employees (2017)	1,191
Share of foreigners (2017)	3%
Job Outlook (2018 - 2022)	+5%
Median Pay (per annum)	€14,700

## Entry level education / special licences / warrants

To work as a Machine Tool Setter and Setter-Operator, a qualification at MQF Level 3 or higher in Mechanical Systems and/or



# Motor Vehicle Mechanic and Repairer

Engineering is typically required. Training programmes include:

- Diploma in Mechanical Engineering (MCAST) (MQF Level 3)
- Advanced Diploma in Operations and Maintenance (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Machine Tool Setters and Setter-Operators are expected to have:

- Knowledge of production and manufacturing processes and practices
- Knowledge of different machines and tools
- An understanding of technical breakdowns and machinery
- Basic knowledge of engineering
- Knowledge of health and safety procedures
- The ability to work in a fast-paced environment

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- IT skills
- Numeracy skills
- Organisational and planning skills
- Analytical, problem solving and decision making skills

- Time management skills and the ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A practical orientation
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Diligence
- Manual dexterity
- Physical stamina

## Related career opportunities

- Assembler
- Electrical Engineering Technician
- Heavy and Industrial Machinery Mechanic and Repairer
- Maintenance Technician
- Mechanical Engineering Technician
- Sheet-Metal Worker
- Tool-Maker and Related Worker

**Alternative titles:** Motor Mechanic, Car Mechanic, Automotive Mechanic



## Job description and duties

Motor Vehicle Mechanics and Repairers ensure that vehicles function in a proper and safe manner. A Motor Vehicle Mechanic and Repairer is typically expected to:

- Carry out tests on vehicles to identify potential problems, such as defective components and to monitor vehicle performance
- Dismantle, repair or replace parts of the vehicle including doors, engine, wheels and interiors
- Inspect and test transmission, fuel systems, brakes, steering, suspension and other parts of the vehicle
- Conduct maintenance service on vehicles, such as changing oils, filters and radiator coolants
- Communicate with clients about the state of the vehicle (where applicable)
- Estimate the resources required in terms of labour and supplies to carry out a repair or maintenance job
- Keep stock of vehicle parts and make the necessary orders
- Keep records of vehicle repairs and maintenance

- Ensure that the work area, equipment and tools used are organised and clean
- Advise motorists on future maintenance schedules and on good vehicle use

## Work environment

Motor Vehicle Mechanics and Repairers may work in different settings such as independent garages, transport companies and body repair centres situated within auto dealers and auto import companies.

Motor Vehicle Mechanics and Repairers typically work on a full-time basis. Working hours are usually up to 40 hours spread over five days a week. Working on Saturdays may be required depending on the workplace. A system of shifts may also be present in larger companies.

After having gained work experience in the sector, Motor Vehicle Mechanics and Repairers may opt to run their own business.

## Occupation data

Number of employees (2017)	766
Share of foreigners (2017)	11%
Job Outlook (2018 - 2022)	+12%
Median Pay (per annum)	€15,100

# Aircraft Engine Mechanic and Repairer

## Entry level education / special licences / warrants

To work as a Motor Vehicle Mechanic, a qualification at MQF Level 3 or higher is typically required. Training programmes include:

- Diploma in Automotive Maintenance and Repair (MCAST) (MQF Level 3)
- Advanced Diploma in Light Vehicle Maintenance (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Motor Vehicle Mechanics and Repairers are expected to have:

- An understanding of the electrical, electronic and mechanical workings of a vehicle and how components interact with one another
- Knowledge of the different types of vehicle engines and their characteristics
- The ability to use and maintain multiple tools and equipment
- The ability to keep up-to-date with the latest vehicle technologies
- An awareness of the national safety standards and vehicle regulations
- Business and financial skills (in case of self-employment)
- Customer care skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A methodical approach
- A passion for vehicles
- A practical orientation
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Patience
- Precision

## Related career opportunities

- Automotive Electrician
- Automotive Sprayer
- Heavy Vehicle and Mobile Equipment Service Technicians
- Motor Vehicle Technician
- Panel Beater
- VRT Technician

**Alternative titles:** Aircraft Engine Repair Mechanic, Aircraft Engine Fitter



## Job description and duties

Aircraft Engine Mechanics and Repairers fit, service, repair and replace aircraft engines and assemblies. An Aircraft Engine Mechanic and Repairer is typically expected to:

- Perform diagnostic tests on the engine and engine components to detect any faults or defective devices
- Examine, service and repair engine components and replace them if necessary
- Inspect the airframe and other critical aircraft components like landing gear and hydraulic systems for any cracks, leaks and general wear
- Maintain vital aircraft systems to keep them up to acceptable safety standards
- Install, connect and test electrical components and instruments associated with the engine and airframe
- Read and utilize aircraft manuals and blueprints
- Have work approved by certified Aircraft Engineers

- Support an Aircraft On Ground (AOG) when serious faults prevent the aircraft from flying
- Keep logs of service and any corrective repair that took place on the aircraft
- Support technical training for apprentices and Assistant Mechanics and Repairers
- Prepare the handover at the end of each shift

## Work environment

Aircraft Engine Mechanics and Repairers typically work on shift basis. Working overtime, during weekends and public holidays may be required.

Aircraft Engine Mechanics and Repairers typically work in aircraft hangars, airfields and workshops. This job demands very strict safety requirements since dangerous chemicals and power tools are used.

## Occupation data

Number of employees (2017)	331
Share of foreigners (2017)	12%
Job Outlook (2018 - 2022)	+6%
Median Pay (per annum)	€18,500

## Entry level education / special licences / warrants

To work as an Aircraft Engine Mechanic and Repairer, the EASA Part-66 "Aircraft Maintenance Licence" (AML) is required. Training programmes include:



# Heavy and Industrial Machinery Mechanic and Repairer

- Diploma in Aircraft Structures and Repairs (MCAST) (MQF Level 3)
- EASA Part-66 Aircraft Maintenance Category 'A' licence course (MCAST)

Additionally, a medical certificate for colour vision is required.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

A valid driving licence may be required for this role.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Aircraft Engine Mechanics and Repairers are expected to have:

- Knowledge of aerodynamics
- Knowledge of an engine's components, their purpose, how they function, how they connect or react to other equipment and how to repair or replace them
- Knowledge of the characteristics and design of aircraft
- The ability to understand technical designs and documentation
- The ability to use sophisticated equipment for testing and repairing
- Mechanical and electrical skills
- Knowledge of engineering principles and applications
- Knowledge of official aviation safety regulations and requirements
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in English
- Numeracy skills
- IT Skills
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A methodical approach
- A passion for aviation
- A practical orientation
- A sense of initiative
- Accuracy
- Arm-hand steadiness
- Attention to detail
- Diligence
- Manual dexterity
- Meticulousness

## Related career opportunities

- Aeronautic Engineer
- Aircraft Cabin Mechanic
- Aircraft Engine Assembler
- Aircraft Engine Technician
- Aircraft Maintenance Supervisor
- Aircraft Restorer
- Airframe Mechanic
- Avionics Technician
- Helicopter Mechanic

**Alternative titles:** Agricultural and Industrial Machinery Mechanics and Repairers, Construction Machinery Mechanic, Construction Machinery Repairer, Farm Machinery Repairer



## Job description and duties

Heavy and Industrial Machinery Mechanics and Repairers are responsible for the assembly and regular maintenance of equipment and machines. Depending on the setting one is working in, this may include production machinery, packaging equipment, engines and motors, pumps, valves and pneumatic tools.

A Heavy and Industrial Machinery Mechanic and Repairer is typically expected to:

- Read and understand technical manuals of equipment and machinery within respective remit
- Install and oversee assembly of equipment and machinery
- Identify location and nature of faults and perform corrective maintenance
- Perform checks, diagnostic tests and run test batches on machines
- Repair, replace, take apart and reassemble equipment and machinery in case of malfunction or defective components

- Adjust, recalibrate, add or replace parts to equipment and machinery under the Engineer's supervision
- Clean and perform preventive maintenance of equipment and machinery on a regular basis
- Draw up new ideas on how to potentially improve existing machines to increase performance and efficiency
- Keep accurate and updated documentation including maintenance and service logbooks, technical reports and inventory records

## Work environment

Heavy and Industrial Machinery Mechanics and Repairers are required in a number of sectors including electricity generation and distribution, transportation and storage, manufacturing and construction. Worksite locations vary and typically include workshops, factories, power plants and outside locations such as construction sites.

Heavy and Industrial Machinery Mechanics and Repairers usually work on a full-time basis. Working outside the normal work schedule may be required in case of emergency situations which necessitate immediate attention.

## Occupation data

Number of employees (2017)	187
Share of foreigners (2017)	24%
Job Outlook (2018 - 2022)	+13%
Median Pay (per annum)	€14,500

# Printer

## Entry level education / special licences / warrants

To work as a Heavy and Industrial Machinery Mechanic and Repairer, a qualification at MQF Level 3 or higher in Mechanical Systems and/or Engineering is typically required. Moreover, certain sectors may require specific qualifications relevant to their field. Training programmes include:

- Diploma in Mechanical Engineering (MCAST) (MQF Level 3)
- Advanced Diploma in Mechanical Engineering (MCAST) (MQF Level 4)
- Advanced Diploma in Operations and Maintenance (MCAST) (MQF Level 4)
- Advanced Diploma in Plumbing and Liquid Petroleum Gas Systems (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence may be required for this role.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Heavy and Industrial Machinery Mechanics and Repairers are expected to have:

- Knowledge of Mathematics and Physics
- The ability to understand engineering drawings and designs

- The ability to use different types of machinery, equipment and tools
- The ability to use Computer-Aided Design (CAD) (where applicable)
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- IT skills
- Organisational and planning skills
- Analytical, problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A practical orientation
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Patience
- Reliability

## Related career opportunities

- Assembler
- Engineering Craft Machinist
- Lift Installers and Repairers
- Materials Specialist
- Mechanical Engineering Technician
- Mechanical Engineer
- Steam Engine and Boiler Plant Operator

**Alternative titles:** Printing Press Operator, Block Printer, Digital Press Operator, Textile Printer, Web Press Operator



## Job description and duties

Printers are responsible for operating different kinds of printing machines, including offset, letterset, digital and intaglio, at a printing press. A Printer is typically expected to:

- Check work orders and determine production quantities, production times and colour specifications
- Regulate and adjust machinery settings to ensure that they are in line with product specifications and production requirements
- Combine ink and solvents according to the required specifications
- Supervise the feeding and printing process and regulate if necessary
- Inspect printed products and ensure that they conform to the required specifications
- Label and prepare printed products for pick up or delivery
- Keep the workspace clean and tidy
- Abide by the product quality standards and report issues to quality assurance staff members

- Attend training and follow work instruction procedures
- Continuously sustain good working and documentation practices
- Produce digital print images, transfer and output images
- Report any accidents and machinery breakdown and record downtime and any other issues
- Ensure that personal protective equipment is used and that proper health and safety precautions are taken when operating machinery

## Work environment

Printers are typically required to work on a full-time basis. Certain printing presses may require Printers to work on shift basis. Working hours are usually up to 40 hours spread over five days a week. Working during the weekends and on public holidays may be required.

Printers are required to be on the shop floor with their team.

## Occupation data

Number of employees (2017)	725
Share of foreigners (2017)	17%
Job Outlook (2018 - 2022)	+6%
Median Pay (per annum)	€12,600



# Print Finishing and Binding Worker

## Entry level education / special licences / warrants

Although working as a Printer does not necessarily require a person to have specific qualifications, this may depend on the employer. Certain employers may require a qualification at MQF Level 2 or higher to perform the job. Preferred subjects tend to include English and Mathematics. Additionally, other training programmes may include:

- Diploma in Printing (MCAST) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Printers are expected to have:

- The ability to use and maintain equipment, systems and machines in a fast-paced environment
- Knowledge of printing fundamentals, production and finishing processes and documentation practices
- An understanding of colour management, materials and technologies used in printing
- An understanding of quality procedures
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- IT skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Attention to detail
- Diligence
- Efficiency
- Hand-eye coordination
- Manual dexterity
- Normal colour vision
- The ability to concentrate for extended periods of time on repetitive tasks
- The ability to work in a methodical manner

## Related career opportunities

- Pre-Press Technician
- Print Finishing and Binding Worker

**Alternative titles:** Book Binder, Binder Operator, Bindery Worker, Collator Operator, Cutter Operator, Small Machine Bindery Worker



## Job description and duties

Print Finishing and Binding Workers perform tasks related to the binding or finishing stages of the printing process, during which the printed sheets are transformed into the final product such as books and magazines. A Print Finishing and Binding Worker is typically expected to:

- Liaise with clients and Designers to discuss and determine specifications related to finishing and binding (where applicable)
- Review work orders and determine specifications required for setting up and operating various types of machinery including bindery machines and glue machines
- Regulate and adjust machinery settings to ensure that they are in line with specifications
- Monitor the process to detect any faults and/or ascertain whether any adjustments are required
- Operate sewing or glue machines to bind printed material
- Operate cutting and trimming machines

and/or hand cutters to trim edges of printed material

- Carry out tasks related to grooving, imprinting and embossing lettering and/or designs
- Inspect the final products and ensure that they conform to the required specifications
- Prepare, pack and label finished products for delivery
- Keep the workspace clean and tidy
- Abide by the product quality standards and report issues to quality assurance staff members
- Attend training and follow work instruction procedures
- Sustain good working practices and good documentation practices
- Maintain the machinery in good working condition by cleaning and lubricating machine parts as required
- Report any accidents and machinery breakdown and record downtime and any other issues
- Ensure that personal protective equipment is used and that proper health and safety precautions are taken when operating machinery

## Work environment

Print Finishing and Binding Workers are typically required to work on a full-time basis. Certain printing presses may require Print Finishing and Binding Workers to work on shift basis. Working hours are usually up to 40 hours a week.

### Occupation data

Number of employees (2017)	139
Share of foreigners (2017)	14%
Job Outlook (2018 - 2022)	+6%
Median Pay (per annum)	€15,200

### Entry level education / special licences / warrants

Although working as a Print Finishing and Binding Worker does not necessarily require a person to have specific qualifications, this may depend on the employer. Certain employers may require a qualification at MQF Level 2 or higher to perform the job. Preferred subjects tend to include English and Mathematics. Related training programmes include:

- Diploma in Printing (MCAST) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Print Finishing and Binding Workers are expected to have:

- The ability to use and maintain equipment, systems and machines in a fast-paced environment
- Knowledge of printing fundamentals, finishing and binding processes and documentation practices

- An understanding of colour management, materials and technologies used in printing
- An understanding of quality procedures
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- IT skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- Attention to detail
- Diligence
- Efficiency
- Hand-eye coordination
- Manual dexterity
- Physical stamina
- Precision
- The ability to concentrate for extended periods of time on repetitive tasks
- The ability to work in a methodical manner

### Related career opportunities

- Bindery Production Manager
- Book Binder
- Machine Tool Setter and Setter-Operator
- Pre-Press Printing Technician
- Printer
- Printing Sales Representative
- Typesetter

# Electrician

**Alternative titles:** Control Electrician, Industrial Electrician, Building Electrician



### Job description and duties

Electricians' main responsibilities include the installation, maintenance and repair of electrical wiring, equipment and fixtures. An Electrician is typically expected to:

- Create a plan for set-up and installation of electrical wiring, equipment or fixtures, based on job specifications (e.g. lighting installations, solar-powered installations, industrial lighting installations)
- Read blueprints and/or technical diagrams showing where to fit wiring systems, power outlets, appliances and electrical equipment
- Check progress of any work done and carry out inspections
- Install and connect: pneumatic systems; electrical heating; access control systems; camera surveillance; safety equipment; switchboard in residential or other buildings to equipment; and any other electric devices or systems
- Perform simple masonry (drilling through walls to pull cables through and other such tasks)

- Test electrical systems and continuity/safety of circuits in electrical wiring, equipment, or fixtures, using a variety of testing devices
- Locate and diagnose any installation malfunction or breakdown of parts
- Supervise and train Assistant Electricians (when working in a team)
- Ensure that work carried out is in accordance with relevant health and safety procedures

### Work environment

Electricians are typically employed by building contractors, construction companies, turnkey contractors, designers and other businesses that deal with the construction of buildings and structures in the private sector. Opportunities may also be available in the public sector. Electricians may work independently and/or collaborate with others in teams, particularly in larger companies. Additionally, Electricians may choose to work on a self-employed basis.

Electricians work in private homes, businesses, factories and/or construction sites. Electricians often have to travel from site to site. Electricians typically work on a full-time basis. Working overtime and during weekends may be required in order to meet tight deadlines. Some Electricians may also be on call in case of urgent repairs.

### Occupation data

Number of employees (2017)	548
Share of foreigners (2017)	32%
Job Outlook (2018 - 2022)	+15%
Median Pay (per annum)	€13,300



### Entry level education / special licences / warrants

Electricians must possess an Authorisation/licence B from the Regulator for Energy and Water Services which is issued upon successful completion of the required examinations and 24 months practical experience. Authorisation 'A' must also have been obtained beforehand. Training programmes include:

- Electrical Installations 1 – Leading to Authorisation 'A' (MCAST)
- Electrical Installations 2 – Leading to Authorisation 'B' (MCAST)

In addition, a qualification in Electricity or related areas may also be useful to gain the required skills. Training programmes include:

- Advanced Diploma in Electrical Systems (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence may be required for this role.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Electricians are expected to have:

- Knowledge of design techniques, different types of apparatus and principles that are necessary for the production of technical plans, designs, blueprints and models.
- Competence in Mathematics and Physics
- Knowledge of materials, methods and the tools involved in the construction or repair of houses, buildings or other structures
- The ability to use a variety of tools or equipment, such as power construction equipment, measuring devices, power tools and testing equipment as well as how to repair and maintain them
- Knowledge of electric theory, laws, codes and standards of practice
- Knowledge of building regulations
- The willingness to work in cramped spaces and the ability to spend long periods standing and/or kneeling
- Normal colour vision
- Business and financial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Problem solving and decision making skills
- Time management skills and the ability to adhere to tight deadlines
- The ability to work under pressure in a quick and efficient manner
- The ability to keep calm in challenging situations
- The ability to work independently and as part of a team
- Negotiation skills (where applicable)

### Additional qualities

These may include:

- A cautious attitude
- A practical orientation
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Physical strength and stamina

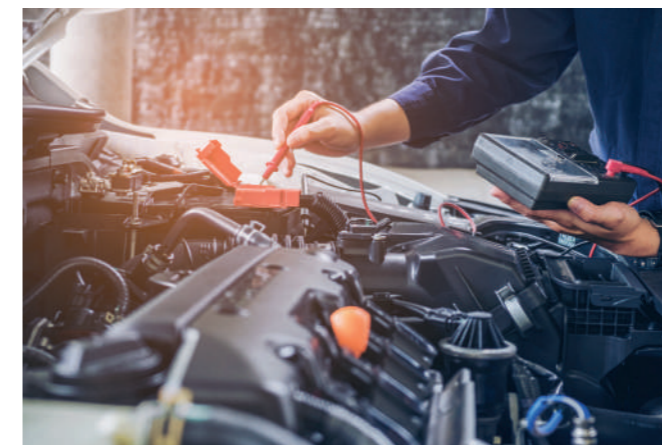
### Related career opportunities

- Electrical Engineering Technician
- Electrical Line Installer and Repairer
- Electrical Supervisor
- Electricity Generation Worker
- Electronics and Telecommunications Engineering Technician
- Health and Safety Officer
- Heating, Ventilation and Air Conditioning Technician (HVAC Technician)
- Solar Photovoltaic Installer

Occupation Code: 7412

## Electrical Mechanic and Fitter

**Alternative titles:** Maintenance Fitter, Automotive Electrician, Electrical Mechanic



### Job description and duties

Electrical Mechanics and Fitters repair, fit, install and maintain electrical machinery and equipment. Although duties may vary according to work setting, an Electrical Mechanic and Fitter is typically expected to:

- Install the necessary valves, pumps and pipes, motors and other machines and equipment

- Regularly maintain the equipment by carrying out checks, cleaning it and frequently resetting and recalibrating the tools appropriately
- Respond to faults that occur in the system by safely and efficiently repairing or replacing the faulty component or installation
- Adequately respond to sudden and critical breakdowns (repairs typically occur on-site)
- Keep maintenance records of equipment under the Fitter/Mechanic's responsibility
- Inform equipment/machinery owner of any faults and recovery/repair progress.

Additionally, Fitters may also be required to:

- Interpret designs and instructions to choose, produce and employ suitable tools and equipment for specific repair and installation jobs

- Decide on suitable materials and working methods to produce the parts necessary using the tools and equipment above
- Test any produced tools to ensure their functionality

### Work environment

Electrical Mechanics and Fitters are required in various sectors including the automotive, electricity generation and distribution, water services, industrial and construction sectors. Work settings include factories, auto workshops and other industrial sites.

Electrical Mechanics and Fitters typically work on a full-time basis. A system of shifts may also be present in certain companies. This role may also necessitate being on call, in case of a fault which requires immediate repair.

After several years of working in the sector, Electrical Mechanics and Fitters, in particular those working in the automotive sector, may opt to run their own business.

### Occupation data

Number of employees (2017)	425
Share of foreigners (2017)	6%
Job Outlook (2018 - 2022)	+17%
Median Pay (per annum)	€17,200

### Entry level education / special licences / warrants

To work as an Electrical Mechanic and Fitter, a qualification at MQF Level 3 or higher is required. Training programmes include:

- Diploma in Automotive Maintenance and Repair (MCAST) (MQF Level 3)
- Advanced Diploma in Operations and Maintenance (MCAST) (MQF Level 4)

- Advanced Diploma in Electrical Systems (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website

On-the-job training is usually offered by the employer.

### Knowledge and skills

Electrical Mechanics and Fitters are expected to have:

- The ability to use sophisticated equipment for testing and repair
- The ability to install and repair complex components
- Knowledge and application of Mathematics and Physics principles
- The ability to understand and interpret engineering drawings and designs
- The ability to use the tools and equipment required for installations and/or repair
- The ability to use Computer-Aided Design (CAD) software
- Business and financial skills (in case of self-employment)
- Customer care skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English

- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- A methodical approach

- A practical orientation
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Patience
- Precision

### Related career opportunities

- Assembler
- Engineering Maintenance Technician
- Heavy and Industrial Machinery Mechanic and Repairer
- Mechanical Engineering Technician
- Motor Vehicle Mechanic and Repairer

Occupation Code: 7412

## Lift Installer

**Alternative titles:** Lift Technician, Lift Mechanic, Elevator Installer



### Job description and duties

Lift Installers are responsible for the installation and maintenance of lifts/elevators and their components, including doors, motors, lighting and control systems. A Lift Installer is typically expected to:

- Read blueprints to ascertain the equipment required for installation or repair
- Work from scaffolding and/or platforms in order to weld steel rails to the walls of shafts
- Connect all necessary electrical wiring within lift systems and modify the electric circuitry to re-establish functionality and safety
- Carry out regular inspections to identify, repair and replace defective components and monitor general performance
- Carry out preventive maintenance, such as oiling and greasing parts, as required
- Refurbish items like the panel display, lighting, buttons and communication systems
- Keep service records of each lift for traceability reasons



- Ensure lifts are strictly compliant with safety regulations and building codes
- Free persons trapped inside lift (where applicable)

### Work environment

Lift Installers are required to work at different locations that may include private residences, commercial premises, shopping centers and other buildings.

Lift Installers usually work on full-time basis. Working overtime and during weekends may be required in order to meet tight deadlines.

This role may also necessitate being on call.

### Occupation data

Number of employees (2017)	93
Share of foreigners (2017)	31%
Job Outlook (2018 - 2022)	+9%
Median Pay (per annum)	€13,800

### Entry level education / special licences / warrants

Although there are no formal requirements to work as a Lift Installer, employers often prefer candidates who would have received formal training in Mechanical, Electrical or Building Services Engineering. Training programmes include:

- Diploma in Mechanical Engineering (MCAST) (MQF Level 3)
- Diploma in Electrical Installations (MCAST) (MQF Level 3)
- Diploma in Building Services Installations (MCAST) (MQF Level 3)

Additionally, short training courses to supplement work experience may include:

- Lift Operation Awareness Level 2
- Lift Installers Level 3

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence is typically required in this role.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Lift Installers are expected to have:

- Knowledge of electronics, hydraulics, mechanics, pneumatics and electricity
- Knowledge of the various types of lift systems and installations including electrical lifts and hydraulic lifts
- The ability to use the tools and equipment required for installations and/or repair
- The ability to install and repair electrical components with minimal supervision
- The ability to understand and interpret building drawings and designs
- Analytical and investigative skills to identify causes of lift malfunction and breakdowns
- The ability to work at heights and in confined spaces

- Knowledge of rescue and evacuation procedures
- Knowledge of lift industry standards and safety regulations that concern lift installations
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- IT skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team
- Negotiation skills (where applicable)

### Additional qualities

These may include:

- A focused approach
- A practical orientation
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Diligence
- Manual dexterity
- Physical stamina

### Related career opportunities

- Building Services Engineer
- Electrical Mechanic and Fitter
- Electrical Technician
- Electricity Generation Worker
- Heating, Ventilation and Air-Conditioning Technician
- Mechanical Engineering Technician

# Electrical Line Installer and Repairer

**Alternative titles:** Electricity Distribution Worker, Electrical Installer and Repairer, Transmission Worker, Electric Cable Jointer, Electric Power Line Worker



## Job description and duties

Electrical Line Installers and Repairers are responsible for the installation and maintenance of electrical power systems and telecommunications cables. An Electrical Line Installer and Repairer is typically expected to:

- Erect power poles and regularly check, repair and replace power cables which distribute electricity
- Join electrical transmission and supply cables and related equipment
- Install and carry out maintenance of underground cables
- Connect electrical components to central electrical network that ensures distribution
- Remove electrical hazards from disturbed or fallen lines
- Adhere to safety practices and procedures

Other duties may include:

- Install and carry out maintenance of street lighting and traffic management systems
- Install and handle maintenance of

telecommunication cabling, including the laying of fiber-optic cables

- Conduct necessary testing on power systems and lines (under supervision)
- Identify and repair faults or defective devices (under supervision)

## Work environment

Electrical Line Installers and Repairers usually work on a full-time time basis and working hours may include early mornings, evenings, weekends and public holidays. This role may also necessitate being on call, in case of a fault which requires immediate repair.

Electrical Line Installers and Repairers work outdoors and at different locations. Working at heights and in challenging weather conditions is to be expected.

## Occupation data

Number of employees (2017)	253
Share of foreigners (2017)	21%
Job Outlook (2018 - 2022)	+25%
Median Pay (per annum)	€15,100

## Entry level education / special licences / warrants

Electrical Lines Installers and Repairers must possess an Authorisation/Licence B from the Regulator for Energy and Water Services which is issued upon successful completion of the required examinations and 24 months practical experience. Authorisation A must

also have been obtained beforehand. Training programmes include:

- Electrical Installations 1 – Leading to Authorisation A (MCAST)
- Electrical Installations 2 – Leading to Authorisation B (MCAST)

In addition, a qualification in Electricity or related areas may also be useful to gain the required skills. Training programmes include:

- Diploma in Electrical Installations (MCAST) (MQF Level 3)
- Advanced Diploma in Electrical Systems (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence may be required for this role.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Electrical Line Installers and Repairers are expected to have:

- Knowledge of domestic and industrial electrical principles
- Knowledge of Mathematics and Physics
- The ability to use and handle the required equipment (such as ladders) and tools for testing and repair

- Knowledge of the local electricity distribution infrastructure
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Customer care skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure in a quick and efficient manner
- The ability to work independently and as part of a team
- The ability to keep calm in challenging situations

## Additional qualities

These may include:

- A cautious attitude
- A practical orientation
- A sense of initiative
- Alertness
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Physical strength and stamina
- Precision
- Reliability

## Related career opportunities

- Electrical Engineer
- Electrical Engineering Technician
- Electrical Supervisor
- Electrician
- Electricity Generation Worker
- Electronics and Telecommunications Engineering Technician



# Installer and Servicer of ICT

**Alternative titles:** ICT Servicer, Computer Equipment Fitter



## Job description and duties

Information and Communications Technology (ICT) Installers and Servicers install and maintain hardware associated with information and communications technology and telecommunications. An Information and Communications Technology Installer and Servicer is typically expected to:

- Install all necessary communication equipment including aerials, cables, wires, switches and routers
- Connect the premises to a network
- Troubleshoot faults and defective devices using the right testing methods
- Update, replace or repair components in the communication system to improve performance (where applicable)
- Inspect equipment and perform preventive maintenance regularly
- Keep abreast with latest technologies and apply them accordingly when setting up a telecommunication network
- Keep a record of maintenance and repairs made
- Explain to clients how to use the equipment in their system

## Work environment

Information and Communications Technology Installers and Servicers may be employed in the private and public sector. Work setting may include offices, workshops and outdoor locations. This role may also require one to travel to clients' premises or other company sites. Additionally, Information and Communications Technology Installers and Servicers may be required to work at heights, in confined spaces and/or in dusty/dirty conditions.

Information and Communications Technology Installers and Servicers typically work full-time. They may be required to work on shift or on call basis. Overtime work may also be required for urgent repairs.

## Occupation data

Number of employees (2017)	152
Share of foreigners (2017)	16%
Job Outlook (2018 - 2022)	+21%
Median Pay (per annum)	€15,000

## Entry level education / special licences / warrants

Attitude and experience are given considerable weight in the information and communications technology sector. Due to this, qualification requirements may vary between employers. Industry certification is also highly regarded within this sector and on-the-job training is usually offered by the employer.

To work as an Information and Communications Technology Installer and Servicer, a qualification at MQF Level 3 or higher in Information and Communications Technology or Electronics or Telecommunications is typically required. Training programmes may include:

- Diploma in Engineering Electronics (MCAST) (MQF Level 3)

Additionally, a medical certificate for colour blindness is required.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

A valid driving licence is typically required for this role.

## Knowledge and skills

Information and Communications Technology Installers and Servicers are expected to have:

- Knowledge in various telecommunication systems, technologies and best practices
- Analytical, investigative and problem identification skills
- The ability to use tools and testing equipment as required
- Knowledge of computer software and hardware
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- IT skills
- Organisational and planning skills
- The ability to approach problems in a logical manner
- Decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A client-oriented approach
- A passion for technology
- A practical orientation
- A solution-oriented approach
- Accuracy
- Adaptability
- Attention to detail
- Critical thinking skills
- Manual dexterity

## Related career opportunities

- Computer Network Professional
- Computer Networks and Systems Technician
- Electronics Engineering Technician
- ICT User Support Technician
- Telecommunications Engineer Technician

# Butcher

**Alternative title:** Meat Specialist



## Job description and duties

Butchers prepare and sell meat and poultry and make meat products like sausages, burgers and beef olives (*braġoli*). They are required in stand-alone butcher shops or butcher sections in mini/supermarkets. A Butcher is expected to:

- Buy, order, store and control stock of meat and other related products
- Keep inventory
- Receive deliveries and check their content and hygiene
- Store meat/meat products in cold storage areas
- Create product displays
- Weigh, wrap and display pieces of meat and other products
- Cut, bone and trim meat as required by customers
- Help customers choose meat and advise them on how to prepare and cook it
- Create new marinades for meat and poultry
- Cook meat (where applicable)
- Sharpen and maintain knives and butchery equipment
- Keep the workplace clean and hygienic

## Work environment

Butchers typically work on a full-time basis Monday to Saturday. Working on a Sunday may also be required according to business demands, particularly in supermarkets and also in cases where the butcher shop forms part of a restaurant. Shift work could be possible in supermarkets with long opening hours. Longer hours and busier shifts may be expected during festive seasons.

Since work involves cutting large pieces of meat and carrying boxes full of meat, Butchers need to be physically able to carry out this job.

## Occupation data

Number of employees (2017)	275
Share of foreigners (2017)	10%
Job Outlook (2018 - 2022)	+11%
Median Pay (per annum)	€9,900

## Entry level education / special licences / warrants

To work as a Butcher, one needs to be in possession of a Food Handling Licence, a Food Hygiene Certificate and a Hazard Analysis and Critical Control Point (HACCP) certificate.

For further details on specific licences, it is advisable to consult the Commerce Department.

Skills and knowledge are usually learnt through experience. On-the-job training is usually offered by the employer.

## Knowledge and skills

Butchers are expected to have:

- Knowledge of the product
- Knowledge of different cuts and grades of meat
- Knowledge of how to prepare and cook different types of meat
- The ability to work comfortably with raw meat
- Deboning skills
- Creativity and awareness of how to present and display meat
- Knowledge of how to use knives and other butchery equipment safely
- Selling skills
- Business and commercial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Communication skills in Maltese and/or English
- Customer care skills
- Numeracy skills
- Planning and organisational skills
- Decision making and problem solving skills
- The ability to work independently and as part of a team
- The ability to work under pressure and in a hectic environment

## Additional qualities

These may include:

- A smart appearance
- A willingness to help
- Accuracy
- An interest in food
- Attention to detail
- Diligence
- Flexibility
- Manual dexterity
- Patience
- Physical stamina

## Related career opportunities

- Commercial Sales Representative (Food Products)
- Meat Hygiene Inspector
- Meat Processing Worker
- Meat Products Wholesaler
- Slaughterhouse Butcher



# Baker, Pastry-Cook and Confectionery Maker

**Alternative title:** Pastry Chef



## Job description and duties

Bakers, Pastry-Cooks and Confectionery Makers are responsible for the preparation, baking and decoration of bread, rolls, pastries and cakes, either by hand or else by the use of machines. A Baker, Pastry-Cook and Confectionery Maker is expected to:

- Establish production schedule
- Prepare and measure ingredients to be used whilst baking
- Mix various ingredients to make doughs
- Knead, roll and shape the dough or pastry for baking, either manually or using a machine
- Bake and decorate a variety of pastries/ bread/cakes
- Inspect food products to ensure they conform to the required standards
- Serve customers (where applicable)
- Ensure consistent quality
- Maintain kitchen equipment
- Adhere to hygiene and health and safety rules
- Manage inventory
- Conduct research to develop and create new products

## Work environment

Bakers, Pastry-Cooks and Confectionery Makers work in kitchens required in various settings, such as hotels, restaurants, bakeries and confectioneries. Employment is typically on a full-time, shift basis from Monday to Sunday, including public holidays. Part-time work may also be available. Overtime may be required during periods of exceptional activity

Bakers, Pastry-Cooks and Confectionery Makers may also own a small baking business and be self-employed.

One should expect long hours of standing and handling of large quantities of heavy ingredients e.g. flour.

## Occupation data

Number of employees (2017)	397
Share of foreigners (2017)	18%
Job Outlook (2018 - 2022)	+7%
Median Pay (per annum)	€10,400

## Entry level education / special licences / warrants

To work as a Baker, Pastry-Cook and Confectionery Maker, one would require a Food Handling Licence, a Food Hygiene Certificate and a Hazard Analysis and Critical Control Point (HACCP) certificate. Additionally, a qualification at MQF Level 3 or higher may also be required. Training programmes include:

- Certificate in Food Preparation and Service (ITS) (MQF Level 3)
- Diploma in Food Preparation and Production Operations (ITS) (MQF Level 4)
- Intermediate Pastry and Baking (ITS) (MQF Level 4)
- Higher National Diploma in Food Preparation and Production Management (ITS) (MQF Level 5)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For further details on specific licences, it is advisable to consult the Commerce Department.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Bakers, Pastry-cooks and Confectionery Makers are expected to have:

- Knowledge of baking products and ingredients
- Knowledge of mixing and baking processes
- Knowledge of different dietary requirements, religious food requirements and food allergies
- Knowledge of mixing and baking equipment
- The ability to decorate cakes
- Knowledge of health and safety procedures

If a business owner, one would be expected to have:

- An understanding of personnel management
- Business and commercial awareness

- Financial skills
- Knowledge about licences needed

Transferable skills should include:

- Interpersonal skills
- Verbal and written communication skills in Maltese and/or English
- Customer care skills
- Numeracy skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A passion for baking
- Arm-hand steadiness
- Attention to detail
- Creativity
- Efficiency
- Flexibility
- Manual dexterity
- Patience
- Physical stamina

## Related career opportunities

- Chef
- Confectionery Manager

# Tailor, Dressmaker, Furrier and Hatter

**Alternative titles:** Milliner, Costume Maker



## Job description and duties

Tailors, Dressmakers, Furriers and Hatters design, create, alter or repair clothing and hats for private clients, fashion shows and special occasions such as weddings and theatre productions. A Tailor/Dressmaker/Furrier/Hatter is typically expected to:

- Discuss customers' garment requirements
- Give customers advice on fabrics, patterns and colours
- Take customers' measurements
- Estimate costs
- Source materials
- Mark, cut and work on the material according to the design
- Fit the garment on the customer and make adjustments to create a perfect fit
- Design or alter patterns according to customers' request
- Keep accounts (in case of self-employment)

## Work environment

Tailors, Dressmakers, Furriers and Hatters typically work as freelance workers and are self-employed, working from home or a workshop. The number of hours worked will vary according to demand. Certain periods may be busier than others and working long hours may be required in order to finish the order by a certain deadline.

Additionally, Tailors, Dressmakers, Furriers and Hatters may also choose to work in a shop, such as a bridal shop.

The work may be physically demanding as it requires constant attention, especially when operating sewing machines or carrying out very delicate work by hand.

## Occupation data

Number of employees (2017)	58
Share of foreigners (2017)	16%
Job Outlook (2018 - 2022)	+18%
Median Pay (per annum)	€12,700

## Entry level education / special licences / warrants

Although it is common for Tailors, Dressmakers, Furriers and Hatters to be self-taught, formal training programmes may provide the opportunity to gain the required skills. Training programmes include:

- Advanced Diploma in Fashion and Retail (MCAST) (MQF Level 4)

Short courses provided by MCAST include:

- Flat pattern drafting (MQF Level 4)
- Tailoring – Beginners
- Tailoring – Intermediate
- Tailoring – Advanced

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Tailors, Dressmakers, Furriers and Hatters are expected to have:

- Hand sewing skills
- The ability to use a sewing machine and other required tools and machinery
- Knowledge of fabrics and different materials
- Good eyesight and normal colour vision to match threads to fabrics
- Pattern making and cutting skills
- Clothing and hat design skills
- Budgeting and financial skills (in case of self-employment)

Transferable skills should include:

- Communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently

## Additional qualities

These may include:

- A sense of initiative
- Accuracy
- An interest in fashion
- Arm-hand steadiness
- Attention to detail
- Creativity
- Manual dexterity
- Patience

## Related career opportunities

- Fashion Designer
- Garment and Related Pattern Maker and Cutter
- Sewing, Embroidery and Related Worker
- Sewing Machine Operator
- Upholsterer and Related Worker



# Sewing, Embroidery and Related Worker

**Alternative title:** Embroiderer



## Job description and duties

Sewing, Embroidery and Related Workers sew, repair and decorate different types of material to make clothes, accessories and other products. A Sewing, Embroidery and Related Worker is typically expected to:

- Repair garments by hand using matching thread and needle
- Remove stitches from garments to be altered
- Patch holes and sew tears and ripped seams
- Sew ornamental designs by hand over stamped, printed or stencilled patterns on fabric, using needle and coloured thread
- Embroider ornamental designs on garments by hand or using a machine
- Soften leather or shoe material with water to prepare it for sewing
- Sew or glue decorative trimmings to articles such as hats, caps or other millinery
- Fabricate and assemble thick cloth, canvas and similar materials into sails, awnings, tarpaulins and tents

## Work environment

Sewing, Embroidery and Related Workers may be employed or self-employed, working from home or a workshop. The number of hours worked will vary according to demand. Certain periods may be busier than others.

The work may be physically demanding as it requires constant attention, especially when operating sewing or embroidery machines.

## Occupation data

Number of employees (2017)	66
Share of foreigners (2017)	6%
Job Outlook (2018 - 2022)	+9%
Median Pay (per annum)	€15,300

## Entry level education / special licences / warrants

Sewing, Embroidery and Related Workers are typically either self-taught or learn from a mentor.

While there are no specific qualifications required to become a Sewing, Embroidery and Related Worker, formal training programmes may provide the opportunity to gain the required skills. Training programmes include:

- Sewing Techniques (MCAST)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Sewing, Embroidery and Related Workers are expected to have:

- Knowledge of sewing and embroidery techniques
- The ability of using a sewing machine and other required tools and machinery
- Good eyesight and normal colour vision
- Budgeting and financial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently

## Additional qualities

These may include:

- A sense of initiative
- Accuracy
- An interest in fashion
- Arm-hand steadiness
- Attention to detail
- Creativity
- Manual dexterity
- Patience

## Related career opportunities

- Fashion Designer
- Garment and Related Patternmaker and Cutter
- Sewing Machine Operator
- Tailor, Dressmaker, Furrier and Hatter
- Upholsterer and Related Worker

# Upholsterer and Related Worker

**Alternative titles:** Furniture Upholsterer, Vehicle Upholsterer, Mattress Maker



## Job description and duties

Upholsterers and Related Workers typically work on a variety of items, including furniture (domestic and antique), sofas, mattresses and vehicle interiors which need to be upholstered. An Upholsterer and Related Worker is typically expected to:

- Liaise with clients to determine requirements
- Examine the item to take note of defects and determine what work is required
- Plan the work and the costings for materials and other items which may be required
- Measure and cut materials
- Add decorative trimmings such as piping, fringing or buttons
- Repair wooden frames
- Substitute faulty springs
- Remove coverings and padding
- Sew the material by hand or by the use of a sewing machine
- Carry out finishing touches on wooden items
- Lay out, cut, fabricate and install upholstery in aircrafts, motor vehicles, boats and ships

## Work environment

Upholsterers and Related Workers typically work in a factory or workshop. Meeting clients at their homes or other locations may be required. The role is typically on a full-time basis. Self-employment is an option for Upholsterers and Related Workers who are interested in running their own business.

## Occupation data

Number of employees (2017)	47
Share of foreigners (2017)	15%
Job Outlook (2018 - 2022)	+7%
Median Pay (per annum)	€12,500

## Entry level education / special licences / warrants

Although it is common for Upholsterers and Related Workers to learn the trade on-the-job, formal training programmes in Woodwork, Joinery or Furniture Making may be useful. Training programmes include:

- Woodwork – Introduction (MCAST)
- Diploma in Joinery and Furniture Making (MCAST) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Upholsterers and Related Workers are expected to have:

- The ability to carry out cover tailoring, measuring, cutting and sewing tasks
- The ability to work with different upholstery materials, including leather, plastic, fabric and other textiles
- The ability to differentiate between colours
- The ability to estimate the duration of a job
- The ability to use a variety of tools including staple guns, fasteners, sheers, hot knife cutters, glue guns and pliers
- Budgeting and financial skills (in case of self-employment)
- Knowledge of health and safety procedures

Transferable skills should include:

- Communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently

## Additional qualities

These may include:

- A practical orientation
- A sense of initiative
- Accuracy
- An interest in furniture trends and fabric styles
- Arm-hand steadiness
- Attention to detail
- Creativity
- Efficiency
- Manual dexterity
- Patience
- Physical strength and stamina

## Related career opportunities

- Assistant Carpenter
- Furniture Restorer
- Sewing Machinist
- Textile Designer
- Upholstery Cleaner



# Underwater Worker (Diver)

**Alternative titles:** Aquaculture Diver, Commercial Diver, Professional Diver, Industrial Diver



## Job description and duties

Underwater Workers (Divers) are responsible for carrying out a number of different tasks under water, which vary according to the setting they are working in. An Underwater Worker (Diver) is typically expected to:

- Plan the diving operation
- Carry out a pre-dive check during which equipment functionality is verified
- Ensure regular maintenance of diving equipment
- Ensure that the Diver's logbook is regularly updated
- Communicate with workers on the surface while under water
- Obtain information about diving tasks and environmental conditions

Following are the different settings in which Underwater Workers (Divers) may be employed:

- Ship maintenance and repair: shipyard work such as vessel cleaning and welding

- Aquaculture: fish farming tasks such as net inspection and repair, net cleaning and mooring
- Diving tourism: accompany divers during recreational scuba dives
- Training and instructing: teach new divers how to dive and demonstrate safety procedures
- Search and rescue operations: assist victims of underwater accidents
- Clean-up operations: remove marine litter and pollutants
- Marine biology: explore underwater environments and carry out research

## Work environment

Underwater Workers (Divers) may find employment on a full-time or part-time basis. Seasonal and/or casual work may also be available. Some Underwater Workers (Divers) may opt to work on a self-employed basis. Depending on work setting, Underwater Workers (Divers) may be required to work on weekends and public holidays.

## Occupation data

Number of employees (2017)	92
Share of foreigners (2017)	57%
Job Outlook (2018 - 2022)	+17%
Median Pay (per annum)	€12,800

## Entry level education / special licences / warrants

Underwater Workers (Divers) are required to be in possession of a diving licence which can be obtained by undertaking a certified diving course.

Other requirements include the following:

- Basic First Aid Certificate
- A 'Fit for Diving' certificate signed by a Medical Doctor

Depending on the setting one is working in and the specific tasks required in that particular setting, certain specialised qualifications may also be required.

## Knowledge and skills

Underwater Workers are expected to have:

- The ability to swim and manoeuvre oneself in water
- Knowledge of different diving modes and the respective techniques
- The ability to use diving equipment such as read gauges, dials and other indicators
- Knowledge of universal hand signals to communicate under water
- Knowledge of health and safety procedures
- Knowledge of emergency and rescue procedures
- The ability to instruct amateur or more junior divers (where applicable)

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Organisational skills

- Problem solving skills and the ability to take timely decisions
- Time management skills and multitasking skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A passion for life at sea and the environment
- Accuracy
- Alertness
- Arm hand steadiness
- Manual dexterity
- Patience
- Physical strength and stamina
- The ability to remain calm in challenging situations

## Related career opportunities

- Deep Sea Fishery Worker
- Fish Farm Inspector
- Fisheries Protection Officer
- Fishing Operations Manager
- Inland and Coastal Waters Fishery Worker
- Marine Biologist
- Marine Researcher
- Navigation Officer

# Quality Controller

**Alternative titles:** Quality Assurance Technician, Quality Control Technician, Quality Control Inspector, Product Quality Inspector, Product Grader



## Job description and duties

Quality Controllers are responsible for ensuring that manufactured products adhere to company quality standards. A Quality Controller is typically expected to:

- Test raw and/or finished products and/or perform in-process testing for sub-assemblies
- Participate in the analysis of non-conforming products and together with the Quality Manager take necessary action
- Carry out controls using various industry specific methods
- Ensure that all machinery that will affect the form, fit and functionality requirements of the end product is calibrated
- Evaluate costs of non-standard cases (where applicable)
- Mark 'checked' and 'on hold' products accordingly
- Provide input in the process and testing of 'hold product' identified for rework
- Draft quality reports

- Maintain records and documentation updated
- Support in delivering training to staff on good quality control procedures
- Ensure housekeeping policies are continuously observed

## Work environment

Quality Controllers usually work in manufacturing plants, production factories and laboratories. Quality Controllers are typically required to work on a full-time basis. It is common for many manufacturing companies to operate on shift basis, including morning, afternoon and night shifts. Working hours are usually up to 40 hours a week spread over five days. Working during the weekends and on public holidays may be required.

## Occupation data

Number of employees (2017)	508
Share of foreigners (2017)	11%
Job Outlook (2018 - 2022)	+14%
Median Pay (per annum)	€17,200

## Entry level education / special licences / warrants

Requirements to work as a Quality Controller may vary according to the type of industry. While some employers may request work experience, others may require applicants to be in possession of a qualification at MQF Level 3

or higher. Training programmes include:

- Diploma in Applied Science (MCAST) (MQF Level 3)
- Advanced Diploma in Manufacturing (MCAST) (MQF Level 4)
- Advanced Diploma in Applied Science (MCAST) (MQF Level 4)
- Advanced Diploma for Polymer Process Technicians (MCAST) (MQF Level 4)
- Bachelor of Science (Honours) in Chemical Technology (MCAST) (MQF Level 6)
- Bachelor of Engineering (Honours) in Mechanical Engineering (Manufacturing) (MCAST) (MQF Level 6)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

Certain companies may prefer to promote internal employees who have relevant manufacturing or product experience. Experience in other roles, such as that of Machine Operator, may therefore also provide entry to this role.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Quality Controllers are expected to have:

- The ability to use and maintain equipment, systems and machines
- Knowledge of production and documentation practices

- Knowledge of health and safety procedures
- Record keeping and report writing skills

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- The ability to follow instructions
- Numeracy skills
- IT skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A methodical approach
- Accuracy
- Attention to detail
- Diligence
- Flexibility
- The ability to be objective
- The ability to concentrate for extended periods of time

## Related career opportunities

- Food Quality Inspector
- Manufacturing Manager
- Manufacturing Process Designer
- Manufacturing Supervisor
- Quality Auditor
- Quality Control Analyst
- Quality Control Manager
- Research Technologist



# Machine Operator

**Alternative titles:** Industrial Operator, Factory Operator, Production Worker



## Job description and duties

Machine Operators monitor and operate manual or automated machinery in a plant, factory or mill. Tasks performed by Machine Operators usually include: operating industrial machinery and equipment for the processing and production of metal, minerals, plastics, glass, ceramics, rubber, wood, paper or chemicals, textiles, fur or leather, foodstuffs and related products. A Machine Operator is typically expected to:

- Regulate and adjust machinery settings to ensure that they are in line with product specifications and production requirements
- Examine outputs for defects and conformity with specifications and adjusting machine settings accordingly
- Achieve production quota as instructed by the Manufacturing Supervisor at the start of each shift
- Keep the workspace tidy and organised
- Abide by the product quality standards at all times and report issues to quality assurance staff members

- Attend training and follow work instruction procedures.
- Continuously sustain good working and documentation practices
- Report any accidents and machinery breakdown, and record downtime and any other issues
- Ensure that personal protective equipment is used and that proper health and safety precautions are taken when operating machinery

## Work environment

Machine Operators work in various manufacturing industries. Machine Operators are required to be on the shop floor and work as a team. Supervision of other workers may be included.

Machine Operators are required to work on a full-time basis. However, part-time work may occasionally be possible. It is common for many manufacturing companies to operate on shift basis, including morning, afternoon and night shifts. Working hours are usually up to 40 hours spread over five days a week.

## Occupation data

Number of employees (2017)	2,246
Share of foreigners (2017)	25%
Job Outlook (2018 - 2022)	+7%
Median Pay (per annum)	€10,400

## Entry level education / special licences / warrants

Although working as a Machine Operator does not necessarily require a person to have specific qualifications, this may depend on the industry in which one works in. There are industries in which an MQF Level 2 or higher are required to perform the job. For specific industries, training programmes may include:

- Diploma in Engineering (Electronics) (MCAST) (MQF Level 3)
- Diploma in Mechanical Engineering (MCAST) (MQF Level 3)
- Advanced Diploma in Manufacturing (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

To handle food, one needs to be in possession of a Hazard Analysis and Critical Control Point (HACCP) certificate and a Food Handling Licence.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Machine Operators are expected to have:

- The ability to use and maintain equipment, systems and machines in a fast-paced environment

- Knowledge of production and documentation practices
- Understanding of quality procedures
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Time management skills
- The ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Attention to detail
- Diligence
- Efficiency
- Hand-eye coordination
- Manual dexterity
- Physical stamina
- The ability to concentrate for extended periods of time on repetitive tasks
- The ability to work in a methodical manner

## Related career opportunities

- Assembler
- Hand Packer
- Machine Tool Setter and Setter Operator
- Manufacturing Supervisor
- Quality Controller

# Steam Engine and Boiler Plant Operator

**Alternative titles:** Steam Engine and Boiler Attendant, Stationary Engine Operator, Process Plant Operator, Steam Engine Operator, Ship's Boiler Operator



## Job description and duties

Steam Engine and Boiler Plant Operators control, monitor and maintain steam engines and boilers and other equipment, such as pumps and compressors, which supply heat or power for buildings or industrial processes. A Steam Engine and Boiler Plant Operator is typically expected to:

- Read and record instruments found in the boiling room/steam engine and ensure their performance is in line with company standards for efficient operations
- Perform routine maintenance including treating water with chemicals, greasing and oiling equipment
- Ensure boilers and equipment are cleaned on a regular basis
- Repair any minor faults and report major ones to the technical team
- Respond to emergency situations
- Ensure operational records are maintained in an accurate manner

## Work environment

Steam Engine and Boiler Plant Operators are required in a number of sectors including electricity generation and distribution, water supply and sewerage services, accommodation services, transportation, health services and manufacturing. Work settings include plants as well as boiler, engine and mechanical rooms.

Steam Engine and Boiler Plant Operators usually work on a full-time basis. This role may also necessitate being on call, in case of machinery breakdown requiring immediate attention.

## Occupation data

Number of employees (2017)	114
Share of foreigners (2017)	1%
Job Outlook (2018 - 2022)	+47%
Median Pay (per annum)	€19,800

## Entry level education / special licences / warrants

Although entry requirements to work as a Steam Engine and Boiler Plant Operator may vary across industries, a formal qualification in Mechanical Systems and/or Engineering at MQF Level 3 or higher is typically required. Moreover, certain sectors may require specific qualifications relevant to their field. Training programmes include:

- Diploma in Mechanical Engineering (MCAST) (MQF Level 3)
- Advanced Diploma in Mechanical Engineering (MCAST) (MQF Level 4)
- Advanced Diploma in Operations and Maintenance (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Steam Engine and Boiler Plant Operators are expected to have:

- Knowledge of the operating principles of the different types of equipment and machinery used
- The ability to read and interpret correctly all technical manuals by the plant manufacturers
- The ability to perform basic daily tests on water
- The ability to keep updated on technologies and regulations
- The ability to stand for long periods, work at heights and in confined spaces
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- The ability to follow instructions
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work independently and as part of a team
- The ability under pressure in emergency situations

## Additional qualities

These may include:

- A practical orientation
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Patience
- Reliability

## Related career opportunities

- Heavy and Industrial Machinery Mechanic and Repairer
- Machine Tool Setter and Setter-Operator
- Mechanical Engineering Technician
- Process Control Technician
- Stationary Engine Fitter
- Water and Wastewater Treatment Plant Operator



# Assembler

**Alternative titles:** Assembly Line Operator, Assembly Worker, Fabricator, Jewellery Assembler, Door Assembler, Wood Products Assembler



## Job description and duties

Assemblers assemble various parts to form products according to procedures. Although tasks will vary according to the type of product being assembled, an Assembler is typically expected to:

- Mount, connect and assemble components in a methodical manner based on instructions provided
- Carry out a wide range of tasks such as routing, cutting, trimming, drilling, shaping, soldering, winding, welding, riveting and sanding
- Apply finishes and coatings to finished products
- Examine, test and carry out basic troubleshooting of components and/or products
- Identify and remove defective components and/or products
- Achieve production quota as instructed by the Supervisor at the start of each shift
- Abide by production and documentation practices

- Report any accidents and machinery breakdown and record downtime and any other issues
- Undertake repair work, installation, oiling and polishing of machinery, instruments and tools
- Prepare and pack end products for transport
- Liaise with other team members including the Quality Controller and Supervisor
- Keep the workspace tidy and organised

While some Assemblers specialise in a particular part on the assembly line, other Assemblers rotate duties and may be responsible for several parts of the assembly at different points, such as examining and testing completed components and discarding defective assembly components.

## Work environment

Assemblers may work on a variety of products including wood, furniture, medical devices, electrical, electronics, turbines, engines, plastic, rubber and metal products. Assemblers are required to be on the shop floor with their team.

Assemblers are required to work on a full-time basis. However, part-time or casual work options are occasionally possible. It is common for many manufacturing companies to operate on shift basis, including morning, afternoon and night shifts. Working hours are usually up to 40 hours spread over five days a week.

## Occupation data

Number of employees (2017)	3,232
Share of foreigners (2017)	10%
Job Outlook (2018 - 2022)	+4%
Median Pay (per annum)	€13,800

## Entry level education / special licences / warrants

Although working as an Assembler does not necessarily require a person to have specific qualifications, this may depend on the industry in which one desires to work in. There are industries in which an MQF Level 2 or higher in related areas are required to perform the job. For specific industries, training programmes may include:

- Advanced Diploma in Manufacturing (MCAST) (MQF Level 4)
- Advanced Diploma in Joinery, Furniture Design and Manufacturing (MCAST) (MQF Level 4)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Assemblers are expected to have:

- The ability to use and maintain equipment,

systems and machines in a fast-paced environment

- The ability to use a variety of hand or power tools
- The ability to understand diagrams and drawings
- Knowledge of health and safety procedures
- Specific vision abilities including close vision, peripheral vision and depth perception (where applicable)

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Arm-hand steadiness
- Attention to detail
- Efficiency
- Hand-eye coordination
- Manual dexterity
- Precision
- The ability to concentrate for extended periods of time on repetitive tasks
- The ability to stand for long periods of time

## Related career opportunities

- Hand Packer
- Machine Operator
- Machine Tool Setter and Setter Operator
- Printing Machine Operator
- Quality Controller

# Driver (Car, Taxi, Van, Minibus and Hearse)

Alternative title: Chauffeur



## Job description and duties

Drivers carry passengers and transport goods from one location to another. A Driver is typically expected to:

- Drive passengers or goods to the requested location
- Assist passengers depending on their needs, such as loading and unloading goods and luggage
- Collect payment for passenger fares and deliveries
- Handle delivery documents
- Operate GPS navigation systems (where applicable)
- Plan on how to reach a destination via the most appropriate route
- Attend to the vehicles' maintenance, assuring it is roadworthy, clean inside and out, and well maintained
- Keep all necessary documents related to the vehicle

## Work environment

Drivers may work with a private company providing transport services or be self-employed. Drivers typically work on a full-time or part-time basis. Working overtime may also be required. Working hours may include working during the night, weekends and public holidays.

## Occupation data

Number of employees (2017)	1,641
Share of foreigners (2017)	10%
Job Outlook (2018 - 2022)	+23%
Median Pay (per annum)	€11,400

## Entry level education / special licences / warrants

While there are no specific educational requirements, Drivers need to be over 18 years of age and in possession of a Category B driving licence.

In addition to this, depending on the vehicle, different requirements need to be satisfied:

- Taxis and Electric Mini Cab Drivers require a Category B drivers licence and a Driver's Permit and Tag which is issued by the Driver & Passenger Operator Licencing Unit of Transport Malta
- Minibus Drivers require a category B, a Category D driving licence and a Driver Certificate of Professional Competence licence.

## Knowledge and skills

Drivers are expected to have:

- Driving skills and road safety awareness
- The ability to plan the route according to requirements
- The ability to adhere to a schedule (where applicable)
- An accurate sense of direction and comprehensive visual memory
- Knowledge of the Maltese highway code, regulations and legislation relevant to drivers and driving
- Cash handling skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in English
- Numeracy skills
- Customer care skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure
- The ability to work independently

## Additional qualities

These may include:

- A friendly and energetic personality
- A positive attitude
- A sense of initiative
- A smart appearance
- Efficiency
- Flexibility
- Physical stamina
- The ability to remain calm

## Related career opportunities

- Bus Driver
- Heavy Truck and Lorry Driver
- Loader
- Messenger
- Postal Operator and Courier



# Bus Driver

**Alternative title:** Coach Driver



## Job description and duties

Bus Drivers are responsible for driving motor vehicles to transport passengers from one location to another. A Bus Driver is typically expected to:

- Drive passengers to predesignated locations and ensure safety at all times
- Assist passengers depending on their needs, at times operating un/loading ramps, while ensuring that all passengers enter or leave the vehicle safely
- Collect payment for passenger fares, check tickets and bus passes (where applicable)
- Keep the bus clean
- Ensure that destinations are constantly reached in a timely manner

## Work environment

Bus Drivers may work with a private company providing transport services or be self-employed. Drivers typically work on a full-time, shift basis. Part-time opportunities may also be available. Working overtime may also be required. Working hours may include working on weekends and public holidays.

## Occupation data

Number of employees (2017)	1,130
Share of foreigners (2017)	30%
Job Outlook (2018 - 2022)	+20%
Median Pay (per annum)	€14,000

## Entry level education / special licences / warrants

While there are no specific educational requirements to work as a Bus Driver, applicants are required to be aged 21 years and over and in possession of the following:

- Category B driving licence for over a year
- Category D driving licence

In case where applicants are not in possession of the Category D driving licence, training may be provided upon recruitment by the transport service provider.

## Knowledge and skills

Bus Drivers are expected to have:

- Driving skills and road safety awareness
- The ability to plan the route according to requirements
- An accurate sense of direction and comprehensive visual memory
- Knowledge of the Maltese highway code, regulations and legislation relevant to drivers and driving

- Knowledge of allocated routes and timetables covered by the respective transport service provider
- Cash handling skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently

## Additional qualities

These may include:

- A friendly personality
- A positive attitude
- A sense of initiative
- A smart appearance
- An energetic personality
- Diligence
- Efficiency
- Flexibility
- Patience
- Physical stamina
- The ability to remain calm

## Related career opportunities

- Delivery Person
- Forklift Operator
- Heavy Truck and Lorry Driver
- Messenger
- Minibus Driver
- Taxi Driver
- Travel Courier

# Heavy Truck and Lorry Driver

**Alternative titles:** Trailer Driver, Long Vehicle Driver, Garbage Truck Driver



## Job description and duties

Heavy Truck and Lorry Drivers are responsible for driving heavy vehicles, such as trucks, bowsers and trailers, to transport various kinds of goods from one location to another. A Heavy Truck and Lorry Driver is typically expected to:

- Drive goods safely from one location to another
- Ensure that all goods are transported in an appropriate manner, minimising the risk of damaging any of the goods
- Ensure that all safety measures are respected at all times
- Ensure that destinations are constantly reached in a timely manner
- Handle paperwork documenting the type of goods being carried/transported
- Handle cash transactions (if required)
- Report any incidents encountered while on the road to a Dispatcher
- Carry out routine checks to the vehicle and ensure the vehicle is well maintained

## Work environment

Heavy Truck and Lorry Drivers typically work with private companies operating in the transportation sector, such as freight forwarding companies.

Heavy Truck and Lorry Drivers typically work on a full-time basis. Although limited, part-time opportunities may also be available. Working overtime may also be required. Working hours may include working during the night, weekends and public holidays.

## Occupation data

Number of employees (2017)	990
Share of foreigners (2017)	16%
Job Outlook (2018 - 2022)	+17%
Median Pay (per annum)	€12,000

## Entry level education / special licences / warrants

While there are no specific educational requirements to work as a Heavy Truck and Lorry Driver, an advanced licence (C1, C, C1E or CE) is required. Type of licence depends on gross vehicle weight. Applicants for an advanced licence must have a valid driving licence in Category B for at least one year and must meet the minimum age requirements for the respective category.

For Category C1 and C1E the minimum age requirement is 18 years.

For Category C and CE applicants must be 21 years or 19 years if in possession of CPC Initial Qualification Certification

Additionally, Drivers who transport dangerous goods are required to undergo the Dangerous Goods Driving Training in order to comply with ADR requirements. The ADR Vocational Certificate is valid for 5 years.

For further details, it is advisable to consult the Transport Malta website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Heavy Truck and Lorry Drivers are expected to have:

- Driving skills and road safety awareness
- The ability to plan the route according to requirements
- An accurate sense of direction and comprehensive visual memory
- Knowledge of the Maltese highway code, regulations and legislation relevant to drivers and driving
- Cash handling skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- Numeracy skills
- Time management skills and
- The ability to work under pressure
- The ability to work independently

## Additional qualities

These may include:

- A positive attitude
- A sense of initiative
- An energetic personality
- Efficiency
- Flexibility
- Patience
- Physical stamina

## Related career opportunities

- Bulldozer, Steamroller and Mechanical Shovel Driver
- Bus Driver
- Delivery Person
- Minibus Driver
- Taxi Driver



# Bulldozer, Steamroller and Mechanical Shovel Driver

**Alternative titles:** Construction Vehicle Operator, Excavator Operator, Road Surface Laying Machine Operator



## Job description and duties

Drivers of Bulldozers, Steamrollers and Mechanical Shovels are primarily responsible for operating heavy construction vehicles on construction sites. A Bulldozer, Steamroller and Mechanical Shovel Driver is typically expected to:

- Drive and operate specific vehicles including bulldozers, steamrollers and mechanical shovels
- Load and unload material as per instructions
- Check vehicle supplies (such as fuel and oil among others)
- Carry out basic maintenance of vehicles and keep them in good working condition
- Prevent damage to utility infrastructure
- Report any potential faults, damages and/or hazards

## Work environment

Drivers of Bulldozers, Steamrollers and Mechanical Shovels are typically required on a variety of construction projects, including the construction of buildings and roads.

Drivers of Bulldozers, Steamrollers and Mechanical Shovels may be employed by building contractors, construction companies, turnkey contractors, remodelers and other businesses in the private sector. Drivers of Bulldozers, Steamrollers and Mechanical Shovels may also choose to work on a self-employed basis.

Drivers of Bulldozers, Steamrollers and Mechanical Shovels typically work on a full-time basis. Working overtime and during weekends may be required in order to meet tight deadlines.

## Occupation data

Number of employees (2017)	496
Share of foreigners (2017)	2%
Job Outlook (2018 - 2022)	+21%
Median Pay (per annum)	€13,600

## Entry level education / special licences / warrants

Workers must be 18 years of age or older to operate heavy construction vehicles and they require a valid driving licence.

On-the-job training is typically offered by the employer.

## Knowledge and skills

Drivers of Bulldozers, Steamrollers and Mechanical Shovels are expected to have:

- Use of building and construction materials, machines and tools including their repair and maintenance
- The ability to drive heavy vehicles
- The ability to monitor operations, such as read gauges, dials and other indicators to see that machines are working properly
- Knowledge of health and safety procedures

Transferable skills should include:

- Communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Accuracy
- Alertness
- Arm hand steadiness
- Manual dexterity
- Patience
- Physical stamina

## Related career opportunities

- Cherry Picker Operator
- Driver, Crane, Hoist and Related Plant Operator
- Fork-Lift Operator
- Heavy Truck and Lorry Driver

# Crane, Hoist and Related Plant Operator Driver

**Alternative titles:** Construction Vehicle Operator, Tower Crane Operator, Mobile Crane Driver



## Job description and duties

Crane, Hoist and Related Plant Operator Drivers are primarily responsible for operating heavy equipment, which may be either fixed or mobile, in a variety of locations, including construction sites and shipyards. A Crane, Hoist and Related Plant Operator Driver is typically expected to:

- Ensure that heavy equipment, including cranes, hoists and lifts, is functioning properly before operating it
- Operate the required controls, including foot pedals, in order to lift and move a variety of loads, including construction material such as steel and concrete, and other objects
- Ensure that the load is attached in a safe manner
- Ensure that the weight and lifting capacity are not surpassed
- Control the speed and movement of the load
- Carry out basic checking and maintenance of heavy equipment
- Report any potential faults, damages and/or hazards

## Work environment

Crane, Hoist and Related Plant Operator Drivers are typically required on a variety of construction projects, including the construction of buildings and roads.

Crane, Hoist and Related Plant Operator Drivers may be employed by building contractors, construction companies, turnkey contractors, and other businesses in the private sector. They may also choose to work on a self-employed basis.

Crane, Hoist and Related Plant Operators work on a full-time basis. Working overtime and during weekends may be required in order to meet tight deadlines.

## Occupation data

Number of employees (2017)	202
Share of foreigners (2017)	11%
Job Outlook (2018 - 2022)	+14%
Median Pay (per annum)	€15,000

## Entry level education / special licences / warrants

Although there are no formal entry requirements to work as a Crane, Hoist and Related Plant Operator Driver, a short training course may provide the necessary skills. Training programmes include:

- Principles of Safe Mobile and/or Tower Crane operation course (organised by the OHSA in conjunction with the Chamber of Engineers)

- Manual dexterity
- Patience
- Physical strength and stamina

On-the-job training is usually offered by the employer.

## Knowledge and skills

Crane, Hoist and Related Plant Operator Drivers are expected to have:

- The technical and practical skills required to operate different types of heavy equipment, which may include wheel mounted, truck mounted, overhead, crawler, loader and/or telescopic cranes
- The ability to monitor operations, such as read gauges, dials and other indicators to see that heavy equipment is working properly
- Knowledge of health and safety procedures

Transferable skills should include:

- Communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Accuracy
- Alertness
- Arm hand steadiness

## Related career opportunities

- Bulldozer, Steamroller and Mechanical Shovel Driver
- Cherry Picker Operator
- Fork-Lift Operator
- Heavy Truck and Lorry Driver



# Ships' Deck Crew and Related Worker (General Purpose Hand)

**Alternative titles:** Deckhand, Mate, Boatswain



## Job description and duties

Ships' Deck Crew and Related Workers aid the Captain and the rest of the crew in the navigation of the vessel across the sea. A Ships' Deck Crew and Related Worker is typically expected to:

- Prepare the deck areas
- Operate machinery found on deck
- Inspect and maintain equipment, such as cargo handling gear, lifesaving equipment, visual signalling equipment or fishing, towing or dredging gear
- Perform deck and hull cleaning, scraping, painting and other maintenance duties as required
- Deal with safety equipment and lifeboats
- Carry out watch duties

## Work environment

Ships' Deck Crew and Related Workers may work on a variety of vessels such as harbour ferries and charter boats, deep-sea fishing

vessels and cruise liners. The work includes working on deck, below deck and on the bridge in all weather conditions. Conditions on board may be cramped.

Working hours may vary according to the size of the vessel and how far the vessel ventures out to sea. On a large vessel, work may stretch for several weeks at a time.

The work is particularly strenuous and may involve a significant amount of lifting and manual labour.

## Occupation data

Number of employees (2017)	184
Share of foreigners (2017)	23%
Job Outlook (2018 - 2022)	+27%
Median Pay (per annum)	€16,300

## Entry level education / special licences / warrants

In order to work as a Ships' Deck Crew and Related Worker, the following is required:

- An approved First Aid Certificate
- An approved Fire Prevention and Firefighting Certificate

Training programmes may include:

- Short course in Commercial Vessel General Purpose Hand (MCAST)
- Diploma in Deck Operations (MCAST) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Ships' Deck Crew and Related Workers are expected to have:

- Knowledge of deck equipment
- Knowledge of machines and tools on board, including their design, use, repair and maintenance
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in English
- The ability to follow instructions
- Numeracy skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A passion for life at sea
- Accuracy
- Alertness
- Arm hand steadiness
- Manual dexterity
- Patience
- Physical strength and stamina

## Related career opportunities

- Cargo and Freight Handler
- Port Worker
- Ships' Deck Officer and Pilot (Master/Boatmaster/Mate)

# Domestic Cleaner and Helper

**Alternative titles:** Cleaning Attendant, Domestic Services Assistant, Domestic Worker



## Job description and duties

Domestic Cleaners and Helpers are responsible for a number of tasks that involve the upkeep and general cleanliness of private residences. A Domestic Cleaner and Helper is typically expected to:

- Clean and dry windows, mirrors and other surfaces
- Dust and clean furniture
- Sweep, vacuum clean and wash floors
- Clean bathrooms, toilets and kitchens
- Clean carpets using vacuum cleaners
- Empty and clean rubbish bins
- Change linen, wash laundry and iron clothes
- Prepare, cook and serve meals (where applicable)
- Purchase food and other household materials (where applicable)

## Work environment

Domestic Cleaners and Helpers may work on a full-time, part-time or casual basis. One may opt for self-employment with companies providing cleaning services. Either way, this role would typically involve working at different locations, although one may provide cleaning services to regular clients. One may also work solely with one client.

Domestic Cleaners and Helpers work indoors and may also be required to clean outdoor areas including gardens, terraces, roof gardens, patios and pool areas.

## Occupation data

Number of employees (2017)	1,623
Share of foreigners (2017)	17%
Job Outlook (2018 - 2022)	+27%
Median Pay (per annum)	€10,600

## Entry level education / special licences / warrants

There are no specific requirements to work as a Domestic Cleaner and Helper. Previous experience, although not necessary, is usually considered an asset.

Depending on the employer, the following may be required:

- A clean Police Conduct Certificate
- A Food Handling Licence

If employed by a cleaning services company, on-the-job training is usually offered.

## Knowledge and skills

Domestic Cleaners and Helpers are expected to have:

- Knowledge of cleaning procedures
- The ability to correctly use cleaning supplies, tools and equipment
- Knowledge of health and safety procedures
- Knowledge of food handling requirements and good food hygiene practices

Transferable skills should include:

- Communication skills
- The ability to follow instructions
- Customer service skills
- Time management skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Attention to detail
- Diligent
- Efficiency
- Energetic
- Flexibility
- Manual agility
- Physical strength and stamina
- Punctuality
- Trustworthiness

## Related career opportunities

- Cleaning and Housekeeping Supervisor
- Domestic Housekeeper
- General Hand
- Hand Launderer and Presser
- Handyperson
- Room Attendant



# Cleaner and Helper in Offices, Hotels and Other Establishments

**Alternative titles:** Cleaning Attendant, Aircraft Cleaner, Lavatory Attendant



## Job description and duties

Cleaners and Helpers in Offices, Hotels and Other Establishments are responsible for the upkeep and general cleanliness of public and commercial buildings. A Cleaner and Helper Offices, Hotels and Other Establishments is typically expected to:

- Open windows to air out rooms
- Clean and dry windows, mirrors and glass surfaces
- Clean floors and furniture
- Clean bathrooms, toilets and kitchens
- Clean common areas, hallways and corridors
- Disinfect equipment and tools
- Clean carpets using vacuum cleaners and shampoos
- Empty and clean rubbish bins

## Work environment

Cleaners and Helpers in Offices, Hotels and Other Establishments may be employed directly by the organisation or by a cleaning contractor. Opportunities are typically available on a full-time, part-time or casual basis.

This role may involve working at the same or at different locations, although one may provide cleaning services to regular clients.

Although Cleaners and Helpers in Offices, Hotels and Other Establishments typically work indoors, depending on the workplace they may also be required to clean outdoor areas including gardens, terraces and pool areas. This role requires one to bend, kneel and stand for long periods of time. One may also be required to move and/or carry furniture, supplies and equipment.

## Occupation data

Number of employees (2017)	8,024
Share of foreigners (2017)	51%
Job Outlook (2018 - 2022)	+42%
Median Pay (per annum)	€9,500

## Entry level education / special licences / warrants

There are no specific requirements to work as a Cleaner and Helper Offices, Hotels and Other Establishments. Previous experience in cleaning roles is usually considered an asset.

A clean Police Conduct Certificate is typically required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Cleaners and Helpers in Offices, Hotels and Other Establishments are expected to have:

- Knowledge of cleaning procedures
- The ability to correctly use cleaning supplies, tools and equipment
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written communication skills in Maltese and/or English
- The ability to follow instructions
- Customer service skills
- Time management skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- An energetic attitude
- Attention to detail
- Diligence
- Efficiency
- Flexibility
- Manual dexterity
- Physical strength and stamina
- Trustworthiness

## Related career opportunities

- Cleaning and Housekeeping Supervisor
- Domestic Cleaner and Helper
- Domestic Housekeeper
- Hand Launderer and Presser

# Hand Launderer and Presser

**Alternative titles:** Dry Cleaner, Laundry Worker



## Job description and duties

Hand Launderers and Pressers clean, dry and press clothing items, linen, drapes, textiles and other articles by hand. A Hand Launderer and Presser is typically expected to:

- Read care labels
- Register any defects in clothing items such as tears, broken zippers and buttons, and stains
- Determine type of stains and remove the stains
- Clean textile articles using the appropriate equipment and chemical solutions
- Operate dry cleaning and pressing machines
- Sort and hang clothing
- Prepare for delivery or pickup

In certain cases, Hand Launderers and Pressers may interact with customers. In this case, other tasks may include:

- Receive and hand back items from/to customers
- Accept payment and issue receipt

## Work environment

Hand Launderers and Pressers are employed by dry cleaning and laundry companies, hotels, hospitals and residential homes. Hand Launderers and Pressers may work on a full-time or part-time basis.

Hand Launderers and Pressers work indoors. This role requires one to bend and stand for long periods of time. One may also be required to handle heavy items.

## Occupation data

Number of employees (2017)	72
Share of foreigners (2017)	10%
Job Outlook (2018 - 2022)	+14%
Median Pay (per annum)	€11,200

## Entry level education / special licences / warrants

There are no specific requirements to work as a Hand Launderer and Presser. Previous experience in cleaning roles is usually considered an asset.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Hand Launderers and Pressers are expected to have:

- Knowledge of cleaning supplies, tools and equipment

- Knowledge of different fabrics and how to treat them
- Knowledge of cleaning, drying and pressing procedures
- Cash handling skills (in case of interaction with customers)
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills (in case of interaction with customers)
- Problem solving and decision making skills
- Time management skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Attention to detail
- Diligence
- Efficiency
- Flexibility
- Manual dexterity
- Physical strength and stamina

## Related career opportunities

- Domestic Cleaner and Helper
- Domestic Housekeeper



# Car Wash Attendant

**Alternative titles:** Vehicle Valet, Car Cleaner



## Job description and duties

Car Wash Attendants form part of a team in charge of running a car wash service. A Car Wash Attendant is typically expected to:

- Clean, wash and polish vehicles by hand or with the use of power tools, such as high pressure hoses
- Clean and polish windows, door handles, rubber sealing, mirrors, bumpers, mud flaps and trims
- Vacuum, shampoo and/or steam upholstery and carpets
- Clean highly greasy surfaces, such as vehicle engines
- Apply wax and other finishing products to both exterior and interior body parts, trims and wheels
- Carry out regular maintenance on equipment and tools used
- Drive and position vehicles within the same location or to a different location

## Working environment

The working environment varies according to the companies' or clients' requests. Car Wash Attendants may be requested to work indoors in garage like environments, outdoors at Service stations and in various locations if mobile carwash services are offered.

Car Wash Attendants typically work on full-time basis and may be required to work on Saturdays. Part-time opportunities may also be available. Companies such as taxi service and cab companies may require Car Wash Attendants to work night shifts. Overtime work may be available.

## Occupation data

Number of employees (2017)	95
Share of foreigners (2017)	21%
Job Outlook (2018 - 2022)	+40%
Median Pay (per annum)	€10,400

## Entry level education / special licences / warrants

Although no qualifications are typically required in order to work as a Car Wash Attendant, a School Leaving Certificate may be required.

A valid driving licence is essential for this role.

A clean Police Conduct Certificate may also be required

On-the-job training is usually offered by the employer.

## Knowledge and Skills

Car Wash Attendants are expected to have:

- Basic knowledge related to automotive operations
- Knowledge of cleaning procedures and cleaning tools used
- Knowledge of health and safety procedures

Transferable skills include the following:

- Interpersonal skills
- Communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- Organisational and planning skills (where applicable)
- Problem solving and decision making skills (where applicable)
- Time management skills
- The ability to work under pressure and adhere to tight deadlines (where applicable)
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A passion for vehicles
- A practical orientation
- Attention to detail
- Efficiency
- Manual dexterity
- Physical stamina
- Trustworthiness

## Related career opportunities

- Car Wash Supervisor
- Petrol Pump Attendant
- Window Cleaner

# Pool Attendant

**Alternative titles:** Beach Attendant, Swimming Pool Assistant



## Job description and duties

Pool Attendants assist and serve guests availing themselves of the pool facilities. Pool Attendants are responsible for ensuring guests are comfortable and have all their needs met to the highest hotel standards. A Pool Attendant is typically expected to:

- Greet all guests upon arrival, distribute towels and offer assistance with seating
- Interact and assist guests as required
- Identify and report problems in pool area
- Provide excellent service to guests according to hotel standards
- Deal with guest requests and concerns and escalate to Supervisors/Managers accordingly
- Liaise with laundry and ensure efficient supply of fresh towels
- Keep the pool area clean and tidy
- Ensure that the pool deck is swept and watered down and that furniture is in the correct place

- Assist with taking food and beverage orders if required
- Observe and patrol pool and enforce safety regulations

## Work environment

Pool Attendants are usually required in hotels during the summer months. Some may be employed on a full-time or part-time basis. Though Pool Attendants commonly work on shift basis, including weekends and public holidays, hours may increase considerably in the peak of summer.

## Occupation data

Number of employees (2017)	50
Share of foreigners (2017)	22%
Job Outlook (2018 - 2022)	+21%
Median Pay (per annum)	€10,300

## Entry level education / special licences / warrants

No particular qualifications are required in order to work as a Pool Attendant. Previous experience working in a customer-facing role, as well as knowledge of foreign languages, may be considered an asset.

Pool Attendants who serve food and beverages would require a Food Handling Licence and a Food Hygiene Certificate.

A First Aid Certificate is usually required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Pool Attendants are expected to have:

- Knowledge of pool facility such as length and depth, pool side bar hours of operation, location of facilities and emergency procedure for rescue
- Knowledge of hotel facilities and services to answer guest inquiries
- Knowledge of the principles and practices of resuscitation, first aid and CPR techniques
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Communication skills in English
- Customer care skills
- Numeracy skills
- Time management skills
- The ability to follow instructions
- The ability to work independently and as part of a team
- The ability to interact with people from different cultures

## Additional qualities

These may include:

- A well-groomed appearance
- An energetic approach
- Flexibility
- Patience
- Physical fitness

## Related career opportunities

- Cashier
- Cleaner and Helper in Offices, Hotels and Other Establishments
- Food and Beverage Server
- Lifeguard
- Spa Attendant



# Mixed Crop and Livestock Farm Labourer

**Alternative titles:** General Farmhand, Farm Worker, Agricultural Labourer, Agricultural Worker, Farm Labourer



## Job description and duties

Mixed Crop and Livestock Farm Labourers are responsible for helping Farmers take care of their crops and/or livestock. A Mixed Crop and Livestock Farm Labourer is typically expected to:

- Carry out routine maintenance and minor repairs of farming equipment, machinery and farm facilities
- Assist in the unloading and storage of supplies

A Mixed Crop and Livestock Farm Labourer who works on crop farms is typically expected to:

- Carry out general agricultural work such as preparing soil for planting, weeding, pruning, transplanting and sowing
- Monitor the growth of different crops
- Position, regulate and maintain irrigation equipment
- Apply fertiliser and plant protection products to crops
- Assist with gathering crops during harvest time

- Assist in the packing and loading of produce for delivery

A Mixed Crop and Livestock Farm Labourer who works on livestock farms is typically expected to:

- Prepare animal feed and distribute to animals
- Assist in the tagging of livestock for identification purposes
- Perform tasks related to animal care
- Assist the Farmer with monitoring and caring for the animals' health
- Clean animal pens, stockyards and/or cages
- Herd and load livestock on trucks for the slaughterhouse

## Work environment

Mixed Crop and Livestock Farm Labourers usually work full-time and working hours may include early mornings, evenings and weekends. Mixed Crop and Livestock Farm Labourers may be required to work longer hours during planting and harvest time.

Working on a farm is physically demanding and involves spending time outdoors and inside animal pens, stockyards and cages.

## Occupation data

Number of employees (2017)	118
Share of foreigners (2017)	12%
Job Outlook (2018 - 2022)	+11%
Median Pay (per annum)	€12,500

## Entry level education / special licences / warrants

Although there are no specific educational requirements to work as a Mixed Crop and Livestock Farm Labourer, a qualification in Agriculture or related areas may be useful to gain the required skills. Training programmes include:

- Introductory Certificate in Animal Husbandry and Horticultural Skills (MCAST) (MQF Level 1)
- Foundation Certificate in Horticulture and Animal Care (MCAST) (MQF Level 2)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Mixed Crop and Livestock Farm Labourers are expected to have:

- Basic mechanical skills and the ability to use farming equipment, machinery, tools and farm vehicles
- Knowledge of farming procedures and techniques
- Knowledge of livestock rearing
- Knowledge of health and safety procedures

Transferable skills should include:

- Communication skills
- The ability to follow instructions
- Numeracy skills
- Problem solving and decision making skills
- Time management skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- An interest in agriculture
- Dependability
- Manual dexterity
- Physical strength and stamina

## Related career opportunities

- Animal Breeder
- Gardener, Horticultural and Nursery Grower
- Landscape Labourer
- Livestock and Dairy Producer
- Mixed Crop Grower
- Pet Groomer and Animal Care Worker
- Skilled Farm Worker
- Vegetable and Fruit Grower

# Building Construction Labourer

**Alternative title:** Bricklayer Assistant



## Job description and duties

Building Construction Labourers may work on different construction sites, including private homes, commercial buildings and the construction of roads. A Building Construction Labourer is typically expected to:

- Clean, prepare and maintain construction sites
- Operate machinery and equipment used in construction
- Assist Tradespersons with their duties
- Build or take apart scaffolding and temporary structures
- Organise storage areas for equipment and other building materials
- Help demolish structures
- Lay concrete and paving
- Assist in the resurfacing of roads
- Mark and dig shallow trenches for foundations and drains
- Mix, pour and spread materials such as concrete

## Work environment

Building Construction Labourers are typically employed by building contractors, construction companies, turnkey contractors and other businesses that deal with the construction of buildings and structures in the private sector.

Building Construction Labourers may be required to work at multiple sites during the same period. Building Construction Labourers typically work on a full-time basis. Working overtime and during weekends may be required in order to meet tight deadlines. Working in this sector is particularly strenuous and involves working outdoors in all weather conditions.

## Occupation data

Number of employees (2017)	9,181
Share of foreigners (2017)	8%
Job Outlook (2018 - 2022)	+13%
Median Pay (per annum)	€12,300

## Entry level education / special licences / warrants

There are no formal entry requirements to this job.

Building Construction Labourers have to be over 18 years of age to operate heavy machinery.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Building Construction Labourers are expected to have:

- Knowledge of building and construction methods
- Knowledge of materials used in building and construction
- The ability to use and maintain various types of machinery, equipment and tools
- The ability to monitor operations, such as read gauges, dials and other indicators to check that machines are working properly
- The ability to work at heights
- Knowledge of health and safety procedures

Transferable skills should include:

- The ability to follow instructions
- Communication skills in Maltese and/or English
- Numeracy skills
- Time management skills
- The ability to work under pressure and meet deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Accuracy
- Arm-hand steadiness
- Efficiency
- Manual dexterity
- Physical strength and stamina

## Related career opportunities

- Bricklayer and Stonemason (*Bennej*)
- Bulldozer, Steamroller and Mechanical Shovel Driver
- Concrete Placer, Casters Finisher and Related Worker
- Construction Plant Operator
- Driver, Crane, Hoist and Related Plant Operator
- Erector, Structural-Metal Preparer for Building Construction
- Heavy Truck and Lorry Driver



# Hand Packer

**Alternative titles:** Packer, Hand Packager, Labeller (Hand), Wrapper



- Transport products to warehouse or shipping areas
- Achieve production quota as instructed by Supervisor at the start of each shift
- Continuously sustain good working and documentation practices
- Ensure that working area is organised and tidy

## Work environment

Hand Packers work in various manufacturing industries, including but not limited to: pharmaceuticals, plastics, food and beverage, automotive, furniture and appliances. Hand Packers are required to be on the shop floor and to work with their team. The role is physically demanding and involves lifting heavy objects and long hours of standing.

Hand Packers are typically required to work on a full-time basis. However, part-time work may also be possible. It is common for many manufacturing companies to operate on shift basis, including morning, afternoon and night. Working hours are usually up to 40 hours a week spread over five days.

## Occupation data

Number of employees (2017)	150
Share of foreigners (2017)	14%
Job Outlook (2018 - 2022)	+10%
Median Pay (per annum)	€10,400

## Entry level education / special licences / warrants

There are no specific educational requirements to work as a Hand Packer, although a qualification at MQF Level 2 may be required by some employers.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Hand Packers are expected to have:

- Knowledge of production and documentation practices
- The ability to accurately record details of work carried out
- Understanding of quality procedures
- Knowledge of health and safety procedures
- The ability to repair and maintain equipment, systems and machines

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Time management skills and the ability to adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Attention to detail
- Efficiency
- Hand-eye coordination
- Manual dexterity
- Physical stamina
- The ability to concentrate for extended periods of time
- The ability to work in a methodical manner

## Related career opportunities

- Assembler
- Factory Hand
- Machine Operator
- Machine Tool Setter and Setter-Operator
- Print Finishing and Binding Worker
- Printer

## Job description and duties

Hand Packers are responsible for weighing, packing and labelling materials and products without the help of programmes and automated machinery. A Hand Packer is typically expected to:

- Sort and label products and packaging in a fast-paced environment
- Ensure that product packaging is in line with the method of transportation and characteristics of the product (such as clearly marking fragile packages) (where applicable)

# Factory Hand

**Alternative titles:** Manufacturing Labourer, General Helper, General Assistant, Bottle Sorter, Material Handler



## Job description and duties

Factory Hands are responsible for carrying out basic and repetitive tasks in factories. A Factory Hand is typically expected to:

- Check product packaging for faults
- Keep work areas clean and cleared
- Check cleanliness of equipment and machinery and clean as required
- Perform various tasks such as boxing, crating and bottling products
- Place products and materials on pallets and convey them to and from work areas
- Finish products manually (such as drilling or sanding)
- Continuously sustain good working and documentation practices

## Work environment

Factory Hands work in various manufacturing industries, including but not limited to: pharmaceuticals, plastics, food and beverage,

metal, furniture and appliances. Factory Hands are required to work in different parts of the factory, including on the shop floor and in warehouses. The role is physically demanding and involves lifting heavy objects and long hours of standing.

Factory Hands are required to work on a full-time basis. However, part-time or casual work options may also be possible. It is common for many manufacturing companies to operate on shift basis, including morning, afternoon and night. Working hours are usually up to 40 hours spread over five days a week.

## Occupation data

Number of employees (2017)	1,420
Share of foreigners (2017)	32%
Job Outlook (2018 - 2022)	+18%
Median Pay (per annum)	€9,400

## Entry level education / special licences / warrants

There are no specific educational requirements to work as a Factory Hand, although a qualification at MQF Level 2 may be required by some employers.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Factory Hands are expected to have:

- Knowledge of production and documentation practices
- Understanding of quality procedures
- The ability to use a variety of hand tools, power tools and equipment
- The ability to repair and maintain equipment, systems and machines
- Knowledge of health and safety procedures
- The ability to work in a fast-paced environment

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- The ability to follow instructions
- Numeracy skills
- Time management skills and the ability to adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- Attention to detail
- Efficiency
- Hand-eye coordination
- Manual dexterity
- Physical stamina
- The ability to concentrate for extended periods of time
- The ability to work in a methodical manner

## Related career opportunities

- Assembler
- Hand Packer
- Labelling Machine Operator
- Machine Tool Setter and Setter-Operator
- Packing Machine Operator



# Cargo and Freight Handler

**Alternative titles:** Baggage Handler, Warehouse Porter, Loader



## Job description and duties

Cargo and Freight Handlers prepare cargo for transport and un/load cargo. A Cargo and Freight Handler is typically expected to:

- Package furniture, machinery, equipment and other goods in preparation for transport (where applicable)
- Sort and label goods prior to loading or unloading
- Load cargo onto vans, trucks, ships, aircraft, or other form of transport
- Load goods onto conveyor belts or into pipe systems
- Deliver goods to location
- Connect pipe mechanisms to transfer liquid and gaseous substances between vehicles, vessels and ground-based installations
- Move and stack goods inside a warehouse
- Report any incidents, damages or missing goods to the Supervisor
- Prepare and attach baggage claim checks and stack baggage on carts or conveyors (where applicable)

## Work environment

Cargo and Freight Handlers may work in a variety of different environments including harbours, airports, factories, warehouses and ships. Cargo and Freight Handlers may need to travel together with their cargo in order to unload it once it has arrived at the destination.

Cargo and Freight Handlers typically work on a full-time basis. Part-time opportunities may be available. Depending on the operating hours of their place of work, working hours may be organised into different shifts. Working during weekends and public holidays is typically required.

## Occupation data

Number of employees (2017)	425
Share of foreigners (2017)	12%
Job Outlook (2018 - 2022)	+18%
Median Pay (per annum)	€9,200

## Entry level education / special licences / warrants

Although there are no specific educational requirements to work as a Cargo and Freight Handler, a School Leaving Certificate may be required.

Additionally a clean Police Conduct Certificate may be required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Cargo and Freight Handlers are expected to have:

- The ability to operate a forklift, pallet jack and other types of equipment during the loading process
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Time management skills
- The ability to work under pressure
- Decision making skills
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A meticulous approach
- Accuracy
- Alertness
- Arm-hand steadiness
- Attention to detail
- Manual dexterity
- Patience
- Physical strength and stamina

## Related career opportunities

- Air Cargo Assistant
- Delivery Person
- Forklift Operator
- Hotel Porter

# Port Worker

**Alternative titles:** Port Operative, Water Transportation Worker, Stevedore



## Job description and duties

Port Workers carry out a wide range of tasks that deal with transportation of cargo and people over water. A Port Worker is typically expected to:

- Load and unload cargo and containers
- Transfer cargoes to storage areas
- Operate equipment for bulk cargoes
- Maintain lifting equipment and machinery
- Tie and untie ships' ropes when arriving or leaving the port
- Help passengers and/or ships' crew to get on and off the ship (where applicable)
- Direct vehicles to and from parking bays aboard the vessel
- Refuel vessels
- Navigate harbour craft used within the port and operate radio and radar equipment under supervision

## Work environment

Port Workers typically work full-time on shift basis, covering 7 days a week. Port Workers may be required to work overtime.

Port Workers are required to work outdoors in all weather conditions. The work is particularly strenuous and may involve a significant amount of lifting and manual labour.

## Occupation data

Number of employees (2017)	323
Share of foreigners (2017)	0%
Job Outlook (2018 - 2022)	+19%
Median Pay (per annum)	€22,400

## Entry level education / special licences / warrants

To work as a Port Worker, a qualification at MQF Level 3 may be required. Training programmes may include:

- Diploma in Deck Operations (MCAST) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

Additionally, to work as a Port Worker the following are required:

- A Medical Certificate certifying that the individual is in good physical health
- Registration on the Prospective Port Workers Register, which requires individuals to be the son or daughter of a current Port Worker

On-the-job training is usually offered by the employer.

## Knowledge and skills

Port Workers are expected to have:

- The ability to use ship and dockside cranes
- The ability to drive wagons and forklift trucks
- The ability to operate conveyor equipment for bulk cargoes
- Knowledge of how to refuel vessels
- Knowledge of craft navigation using radio and radar equipment
- Knowledge of quality and service standards
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management and multitasking skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A passion for marine-related activities
- Accuracy
- Alertness
- Arm-hand steadiness
- Manual dexterity
- Patience
- Physical strength and stamina

## Related career opportunities

- Cargo and Freight Handler
- Heavy Truck and Lorry Driver
- Ships' Deck Crew and Related Worker (General Purpose Hand)
- Ships' Deck Officer and Pilot (Master/Boatmaster/Mate)



# Shelf Stacker

**Alternative titles:** Shelf Filler, Shelf Stocker, Stock Assistant, Supermarket Assistant, Supermarket Attendant, Stock Handler



## Job description and duties

Shelf Stackers are generally required in supermarkets or mini-markets and hardware stores. A Shelf Stacker is typically expected to:

- Take count of stock, check and mark merchandise
- Check that the labelling of shelves and pricing is correct
- Assist in putting up product displays
- Fill shelves and/or chillers with the correct products
- Remove expired or damaged items from shelves
- Receive and store merchandise when delivered
- Keep up-to-date with special offers and promotions
- Ensure that shelves are clean and organised
- Assist in the general cleaning of the premises
- Give directions to customers to locate products

- Take feedback from customers and suggest new products to management
- Report discrepancies or any other issues to the Supervisor

## Work environment

Shelf Stackers typically work full-time Monday to Saturday. Working on Sundays and public holidays may also be required. Longer hours and busier shifts may be expected during the festive season and stocktake periods.

Working as a Shelf Stacker requires standing up for long periods of time. The lifting and moving of heavy goods is also required.

## Occupation data

Number of employees (2017)	567
Share of foreigners (2017)	13%
Job Outlook (2018 - 2022)	+18%
Median Pay (per annum)	€9,300

## Entry level education / special licences / warrants

Although there are no specific educational requirements to work as a Shelf Stacker, a qualification at MQF Level 2 may be required by some employers. The required skills are learnt on-the-job and through experience.

Shelf Stackers are required to be in possession of the Food Handling Licence, if food and beverage products are being sold.

For related training offered by educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

## Knowledge and skills

Shelf Stackers are expected to have:

- Knowledge of the goods being promoted
- The ability to follow floor plan instructions
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Customer care skills
- Planning and organisational skills
- The ability to multitask
- IT skills
- Numeracy skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A methodical approach
- A well-groomed appearance
- Flexibility
- Physical stamina

## Related career opportunities

- Cheese Counter Assistant
- Delivery Person
- Sales Assistant
- Sales Demonstrator and Representative
- Stall and Market Salesperson
- Storekeeper
- Street Food (Kiosk) Salesperson

# Fast Food Crew Member

**Alternative titles:** Team Member, Fast Food Worker



## Job description and duties

Fast Food Crew Members perform a multitude of different tasks. Typically, a Fast Food Crew Member would be expected to:

- Greet customers at the counter
- Advise customers on menu items and specials
- Make suggestions on orders and offers
- Take orders from customers and serve it to them after it has been prepared
- Prepare hot or cold drinks
- Operate kitchen equipment
- Pack orders in bags and include condiments
- Stock work areas
- Receive payment and tender change
- Reconcile cash balance at the end of the shift
- Keep counters clean and sanitised
- Clean the restaurant area
- Assist with kitchen equipment maintenance
- Help with waste disposal
- Resolve customer complaints and/or refer complaints to the Supervisor
- Thank customer with farewell wishes

## Work environment

Fast Food Crew Members work in a variety of different fast food restaurants, such as franchises, take away shops and pizzerias. Customers need to be served efficiently and in the least time possible.

Fast Food Crew Members are typically employed on shift basis, full-time or part-time. Crew Members may work early mornings, late evenings, weekends and public holidays.

## Occupation data

Number of employees (2017)	849
Share of foreigners (2017)	23%
Job Outlook (2018 - 2022)	+19%
Median Pay (per annum)	€10,200

## Entry level education / special licences / warrants

To work as a Fast Food Crew Member, one would require a Food Handling Licence, a Food Hygiene Certificate and a Hazard Analysis and Critical Control Point (HACCP) certificate.

On-the-job training or short training programmes are usually offered by the employer.

A qualification in Food Preparation or related area may be considered an asset. Training programmes include:

- Certificate in Food Preparation and Service (ITS) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

## Knowledge and skills

Fast Food Crew Members are expected to have:

- Knowledge of Point of Sale (POS) software
- Knowledge of food production processes
- Knowledge of the menu
- Knowledge of different dietary requirements and food allergies
- The ability to use the required equipment and tools
- Selling skills
- Cash handling skills
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Verbal and written communication skills in English and preferably in Maltese
- The ability to follow instructions
- Customer care skills
- Numeracy skills
- Planning and organisational skills
- Time management skills and the ability to work under pressure
- The ability to work independently and as part of a team
- The ability to work with people from different cultures

## Additional qualities

These may include:

- A calm approach
- A friendly disposition
- A positive and enthusiastic attitude
- A well-groomed appearance
- Diligence
- Efficiency
- Flexibility
- Fluency in other foreign languages
- Patience
- Physical stamina

## Related career opportunities

- Bar Attendant
- Cashier
- Cheese Counter Assistant
- Fast Food Team Leader/Supervisor
- Food and Beverage Server
- Host/Hostess
- Restaurant and Catering Supervisor



# Kitchen Hand

**Alternative titles:** Kitchen Assistant, Kitchen Porter



## Job description and duties

Kitchen Hands help out in the day-to-day operation of the kitchen and typically support senior kitchen staff in a specific work section, such as vegetables, meat or fish. This role involves constantly helping out in the kitchen both before, during and after service. Although duties will vary according to the size of the business, a Kitchen Hand is typically expected to:

- Prepare ingredients for Chefs and Cooks
- Assist in food preparation such as washing, peeling and chopping vegetables or fruit
- Clean preparation and cooking areas, floors and other areas in the kitchen as required
- Clean kitchen equipment and utensils and ensure they are stored properly
- Keep the storeroom organised
- Unload deliveries
- Dispose of waste

## Work environment

Kitchen Hands work in a variety of settings, including hotels, restaurants, snack bars, cafes', cruise liners and other catering establishments.

Kitchen Hands are typically employed on a full-time or part-time basis normally including weekends and public holidays, Kitchen Hands may work different hours each week.

## Occupation data

Number of employees (2017)	1,233
Share of foreigners (2017)	37%
Job Outlook (2018 - 2022)	+12%
Median Pay (per annum)	€10,200

## Entry level education / special licences / warrants

To work as a Kitchen Hand, one needs to be in possession of a Food Handling Licence, a Food Hygiene Certificate and a Hazard Analysis and Critical Control Point (HACCP) certificate.

Although skills and knowledge are mostly gained on-the-job, a qualification in Food Preparation or related area may be considered an asset. Training programmes include:

- Certificate in Food Preparation and Service (ITS) (MQF Level 3)

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually provided by the employer.

## Knowledge and skills

Kitchen Hands are expected to have:

- Knowledge of culinary equipment and tools
- Knowledge of food preparation techniques
- Knowledge of culinary procedures and practices
- An understanding of different dietary requirements, religious food requirements and food allergies
- Knowledge of raw materials and ingredients
- Knowledge of quality control
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Verbal and written communication skills in English and preferably Maltese
- The ability to follow instructions
- Numeracy skills
- Planning and organisational skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure and adhere to tight deadlines
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A positive and enthusiastic attitude
- A sense of discipline
- An interest in the culinary arts
- Arm-hand steadiness
- Attention to detail
- Cleanliness
- Efficiency
- Flexibility
- Manual and finger dexterity
- Patience
- Physical stamina

## Related career opportunities

- Cook
- Dishwasher
- Fast Food Crew Member
- Pizzaiolo
- Restaurant and Catering Supervisor

# Dishwasher

**Alternative title:** Kitchen Steward



## Job description and duties

Dishwashers are responsible for maintaining work areas and kitchen equipment in a clean and orderly condition. A Dishwasher is typically expected to:

- Clean and wash dishware, silverware and glassware
- Clean kitchen utensils
- Dry and store dishware, silverware, glassware and kitchen utensils
- Ensure enough dishware, glassware, silverware and utensils are available, especially during service
- Clean kitchen counters, work surfaces and washing area
- Clean and iron restaurant linen
- Separate and remove waste

## Work environment

Dishwashers work in kitchens in a variety of settings, such as hotels, restaurants, snack bars, cafes, canteens and cruise liners.

Dishwashers may be employed on a full-time or part-time basis. Dishwashers work different

hours each week including weekends and public holidays.

## Occupation data

Number of employees (2017)	172
Share of foreigners (2017)	61%
Job Outlook (2018 - 2022)	+13%
Median Pay (per annum)	€10,400

## Entry level education / special licences / warrants

To work as a Dishwasher, one needs to be in possession of a Food Handling Licence, a Food Hygiene Certificate and a Hazard Analysis and Critical Control Point (HACCP) certificate.

Being in possession of a basic First Aid Certificate may be considered an asset.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

On-the-job training is usually provided by the employer.

## Knowledge and skills

Dishwashers are expected to have:

- Knowledge of different types of cleaning solutions
- Knowledge of cleaning equipment and procedures
- Knowledge of kitchen equipment
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- The ability to follow instructions
- Numeracy skills
- Time management skills and the ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A positive and energetic attitude
- Arm-hand steadiness
- Attention to detail
- Efficiency
- Flexibility
- Manual dexterity
- Patience
- Physical stamina

## Related career opportunities

- Cleaner and Helper in offices, hotels and other establishments
- Cleaning and Housekeeping Supervisor in offices, hotels and other establishments
- Domestic Cleaner and Helper
- Fast Food Crew Member
- Kitchen Hand



# Garbage/Refuse Collector

**Alternative titles:** Waste Collector, Waste Picker, Recycling Collector



Garbage/Refuse Collectors typically work on a full-time basis. Working hours are usually up to 40 hours spread over a week. Working on weekends and public holidays may be required.

## Occupation data

Number of employees (2017)	289
Share of foreigners (2017)	7%
Job Outlook (2018 - 2022)	+26%
Median Pay (per annum)	€12,700

## Entry level education / special licences / warrants

There are no formal entry requirements to work as a Garbage/Refuse Collector. For health and safety reasons, a minimum age of 18 may be required by employers.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Garbage/Refuse Collectors are expected to have:

- Knowledge of health and safety procedures

Transferable skills should include:

- The ability to read
- The ability to follow instructions
- The ability to work independently and as part of a team

## Job description and duties

Garbage/Refuse Collectors are responsible for collecting refuse in a particular village, town or section of the island. A Garbage/Refuse Collector is typically expected to:

- Pick up and place waste, which may include household waste and recyclable material, into the back of the truck
- Empty dustbins
- Guide the Garbage Truck Driver safely around the streets
- Signal to the Garbage Truck Driver when required
- Assist during unloading
- Report any problem with waste collection

## Work environment

Garbage/Refuse Collectors work outdoors in all weather conditions. The work involves alighting and dismounting from the Garbage Truck at regular intervals. Garbage/Refuse Collectors may be required to carry heavy loads.

## Additional qualities

These may include:

- Arm-hand steadiness
- Efficiency
- Manual dexterity
- Physical strength and stamina

## Related career opportunities

- Car Wash Attendant
- Cleaner and Helper in Offices, Hotels and Other Establishments
- Domestic Cleaner and Helper
- Garbage Truck Driver
- General Hand
- Petrol Pump Attendant

Occupation Code: 9621

# Delivery Person

**Alternative title:** Delivery Driver



## Job description and duties

Delivery Persons transport merchandise from a distribution center to predetermined customers. Although duties vary according to sector and company, a Delivery Person is typically expected to:

- Review orders prior to delivery
- Load the delivery vehicle (where applicable), deliver goods in accordance with distribution orders and unload the goods at destination
- Drive safely and follow all laws and rules of driving

- Adhere to strict delivery timelines
- Obtain client signature for proof of delivery and condition of goods and collect payment when required
- Respond to any queries or complaints put forward by clients
- Keep accurate records of deliveries, turn in any money received upon delivery if paid in cash and ensure all documentation (such as receipts) is submitted
- Report delays, accidents or other traffic and transportation situations which may delay deliveries
- Ensure that the company vehicle is kept clean and maintained in proper working condition, and any technical problems are to be reported accordingly

## Work environment

Delivery Persons work in a variety of sectors including wholesale and retail, transportation and storage, accommodation and food service activities.

# Hotel Porter

The majority of Delivery Persons work on a full-time basis and may be required to work additional hours. Delivery Persons typically work from Monday to Friday. Working during weekends and public holidays may be required especially during peak periods. The role is physically demanding since loading and unloading involves lifting, carrying and walking with goods.

## Occupation data

Number of employees (2017)	1,748
Share of foreigners (2017)	8%
Job Outlook (2018 - 2022)	+16%
Median Pay (per annum)	€11,300

## Entry level education / special licences / warrants

To work as a Delivery Person, one must have a valid driving licence and a clean driving record. A valid Category C licence is mandatory for driving heavy goods vehicles.

A clean Police Conduct Certificate may also be required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Delivery Persons are expected to have:

- Driving skills and road safety awareness
- The ability to plan the route according to delivery requirements (where applicable)
- An accurate sense of direction and comprehensive visual memory
- Storekeeping skills in case Delivery Persons may be required to help out in the stores
- Skills required to operate a forklift, pallet jack and other types of equipment during the loading process (where applicable)

Transferable skills should include:

- Written and verbal communication skills in Maltese and English
- Numeracy skills
- Customer care skills
- IT skills
- Organisational, planning and time management skills
- Problem solving skills
- The ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A courteous and professional attitude
- A pleasant and outgoing personality
- A well-groomed appearance
- Patience and the ability to remain calm
- Physical strength and stamina

## Related career opportunities

- Bus Driver
- Cargo/Freight Handler
- Chauffeur
- Heavy Truck Driver
- Loader
- Minibus Driver
- Postal Operator and Courier
- Storekeeper
- Taxi Driver

**Alternative title:** Luggage Porter



## Job description and duties

Hotel Porters ensure guests are greeted upon arrival at the hotel. A Hotel Porter is typically expected to:

- Lead the way to the reception area and explain room and hotel features
- Park guests' vehicles, if required
- Carry guests' luggage
- Get to know guests and interact with them without being intrusive
- Deal with guest requests and concerns and escalate to Supervisors/Managers accordingly
- Help out in case of an evacuation
- Assist other staff as required
- Ensure the hotel entrance is tidy

In certain cases, a Hotel Porter may also:

- Run errands for guests
- Deliver newspapers, meals and drinks to rooms
- Book taxis and restaurants and enquire about other attractions guests may want to attend (in the absence of a Concierge)

## Work environment

Hotel Porters usually work for hotels and guesthouses on a part-time or full-time basis throughout the year. Work may be on shift basis and typically involves working evenings, weekends and public holidays.

## Occupation data

Number of employees (2017)	140
Share of foreigners (2017)	18%
Job Outlook (2018 - 2022)	+15%
Median Pay (per annum)	€13,700

## Entry level education / special licences / warrants

Although skills and knowledge are typically gained on-the-job, a qualification in Hospitality may be considered an asset. Training programmes include:

- Foundation in Hospitality and Tourism (ITS) (MQF Level 2)
- Certificate in Rooms Division (ITS) (MQF Level 3)

Additionally, other relevant training may include foreign language courses and customer care courses.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular



# Messenger

MQF Level by the MQRIC office within NCFHE.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Hotel Porters are expected to have:

- Knowledge of hotel facilities and services to answer guests' enquiries
- The physical ability to lift and carry heavy luggage
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Communication skills in English
- The ability to follow instructions
- Customer care skills
- Numeracy skills
- Planning and organisational skills
- Time management skills and the ability to work under pressure
- The ability to work independently and as part of a team
- The ability to interact with people from different cultures

## Additional qualities

These may include:

- A smart appearance
- An energetic approach
- Attention to detail
- Eagerness to help at all times
- Flexibility
- Patience
- Physical stamina
- Politeness

## Related career opportunities

- Airport Luggage Handler
- Concierge
- Doorman/Doorwoman
- Food and Beverage Server

**Alternative titles:** Office Messenger, Mail Assistant



## Job description and duties

Messengers are responsible for the collection and delivery of packages, documents and letters. A Messenger is typically expected to:

- Collect a schedule of pickup and delivery points from the Office Coordinator/Manager
- Sort the packages/letters/documents in order of delivery
- Find the quickest routes to location of delivery
- Sign for packages upon pickup and request signatures upon delivery
- Update delivery records
- Inform the Office Coordinator/Manager of any incidents and issues encountered

## Work environment

Messengers may work in the public sector in various government entities and also in the private sector including businesses, banks and mail and courier service providers.

Messengers typically work full-time, however

overtime may be required in order to meet tight deadlines or during periods of exceptional activity. Part-time work may also be available.

## Occupation data

Number of employees (2017)	284
Share of foreigners (2017)	1%
Job Outlook (2018 - 2022)	+20%
Median Pay (per annum)	€13,800

## Entry level education / special licences / warrants

Although there are no specific educational requirements to work as a Messenger, a qualification at MQF Level 1 may be required.

Qualifications awarded by foreign bodies need to be recognised or pegged with a particular MQF Level by the MQRIC office within NCFHE.

A valid driving licence is essential for this role.

A clean Police Conduct Certificate is typically required.

On-the-job training is usually offered by the employer.

## Knowledge and skills

Messengers are expected to have:

- Driving skills and road safety awareness
- Knowledge of the Maltese highway code, regulations and legislation relevant to drivers and driving

# Handyperson

- The ability to plan the route according to delivery requirements
- Accurate sense of direction and comprehensive visual memory
- Knowledge of health and safety procedures

Transferable skills should include:

- Interpersonal skills
- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- Organisational and planning skills
- Problem solving and decision making skills
- Time management skills and the ability to work under pressure
- The ability to work independently and as part of a team

## Additional qualities

These may include:

- A sense of initiative
- A smart appearance
- An energetic approach
- Diligence
- Efficiency
- Flexibility
- Patience
- Physical stamina
- The ability to remain calm

## Related career opportunities

- Delivery Person
- Driver
- Postal Operator and Courier
- Shipping and Transport Clerk

**Alternative titles:** Maintenance Worker, Repair Worker, Maintenance Operative, Odd-Jobbing Labourer, General Hand



## Job description and duties

Handypersons are responsible for carrying out day-to-day routine and preventive maintenance tasks in commercial, institutional and residential settings. A Handyperson is typically expected to:

- Respond in a prompt manner to requests for maintenance work
- Inspect and diagnose problems
- Organise, plan, repair and follow-up work
- Replace or repair faulty electrical switches and outlets
- Assemble and set up machinery or equipment
- Meet with clients to estimate repairs and costs (where applicable)
- Replace fuses, plugs and light bulbs
- Unblock sinks and fix leaking tap problems
- Move or assemble items of furniture
- Fit door and window locks
- Carry out painting, plastering and minor carpentry tasks

- Carry out basic maintenance to air conditioning systems such as cleaning and replacing filters
- Ensure that site is clean and tidy after completion of works

## Work environment

Handypersons are required in the public and private sector. Work settings may include offices, hotels, schools, apartment blocks, residential homes, private homes and other buildings. A Handyperson may be responsible for the maintenance of one or more buildings.

Handypersons typically work on a full-time basis. Working evenings, weekends and public holidays may be required in case of emergency repairs.

This job typically requires lifting of heavy objects and prolonged standing and crouching. Handypersons may be required to work in cramped spaces or at heights.

## Occupation data

Number of employees (2017)	3,391
Share of foreigners (2017)	12%
Job Outlook (2018 - 2022)	+23%
Median Pay (per annum)	€12,600



## Attendant, Other

### Entry level education / special licences / warrants

No specific requirements are typically required to work as a Handyperson. However, previous experience is usually considered an asset. Employers may also give preference to candidates in possession of the Wireman Licence A.

For further details on specific entry requirements, it is advisable to consult the respective educational institution's website.

For related training offered by other educational institutions, including Jobsplus, it is advisable to consult the list of accredited courses on the NCFHE website.

A clean Police Conduct Certificate may be required.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Handypersons are expected to have:

- Basic carpentry, plumbing and electrical skills
- Knowledge of building and construction
- The ability to repair and maintain equipment, systems and machines
- The ability to use a variety of hand tools, power tools and equipment
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in Maltese and/or English
- Numeracy skills
- Customer care skills
- Organisational and planning skills

- Problem solving skills and the ability to take timely decisions
- Time management and multitasking skills
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- An energetic approach
- Arm-hand steadiness
- Attention to detail
- Dependability
- Diligence
- Efficiency
- Flexibility
- Manual dexterity
- Physical strength and stamina
- Self-motivation
- Trustworthiness

### Related career opportunities

- Building Caretaker
- Maintenance Supervisor
- Maintenance Technician
- Pipe Fitter
- Plumber

**Alternative titles:** Cloakroom Attendant, Fairground Attendant, Parking Attendant, Parking Valet, Ticket Collector, Usher



### Job description and duties

Attendants comprise a wide grouping of different occupations carrying out customer-facing roles. An Attendant is typically expected to:

- Sell, collect or check tickets or passes to events or entertainment venues from patrons
- Guide patrons around a venue, directing them to specific locations such as the entrance or exit, restrooms or specific areas
- Provide instructions to patrons on the proper course of action in the event of an emergency
- Ensure that clients' coats and bags are safely deposited in the cloakroom
- Assign locker space, dressing room facilities or other similar allocations to patrons

- Direct vehicle drivers to appropriate parking spaces
- Keep watch over parking areas to prevent theft, vandalism or other such activities
- Calculate and collect payment for the use of parking facilities

### Work environment

Attendants may work in different settings. Attendants working within entertainment venues, such as sports stadia, will most likely work in a ticket booth or may be responsible for escorting patrons around the venue. Parking Attendants would typically work from within an office or booth and may also expect to go round the parking area in order to assist customers.

Attendants may work on a full-time or part-time basis. Depending on the operating hours of their place of work, working hours may be organised in different shifts.

### Occupation data

Number of employees (2017)	232
Share of foreigners (2017)	25%
Job Outlook (2018 - 2022)	+39%
Median Pay (per annum)	€10,500

### Entry level education / special licences / warrants

Although there are no specific educational requirements to work as an Attendant, a qualification at MQF Level 1 may be required by some employers.

On-the-job training is usually offered by the employer.

### Knowledge and skills

Attendants are expected to have:

- Knowledge of the layout of the venue
- Cash handling skills (where applicable)
- Driving skills (where applicable)
- Knowledge of health and safety procedures

Transferable skills should include:

- Written and verbal communication skills in English and/or Maltese
- Customer care skills
- Numeracy skills
- The ability to work independently and as part of a team

### Additional qualities

These may include:

- Accuracy
- Attention to detail
- Diligence

### Related career opportunities

- Cashier and Ticket Clerk
- Building Caretaker
- Host/Hostess
- Hotel Porter

# Future Outlook





# Future outlook

The tables included in this section aim at providing users with information on the direction of the distinct economic sectors and major occupation groups during the past and upcoming five years. The information detailed in both tables is based on the same criteria outlined in the methodology chapter for the computation of the statistics represented in the respective occupation data tables. Thus, the data presented in such tables pertain only to the occupations outlined in this handbook and not the overall economy.

Overall, the increase in the number of employees (employed in any of the occupations outlined in this publication only) over the next five years is expected to be more or less equal to the increase experienced during the past five years. Although the majority of workers are employed in the *Public Administration & Defence, Compulsory Social Security* (NACE O); *Wholesale & Retail Trade, Repair of Motor Vehicles & Motorcycles* (NACE G) and *Manufacturing* (NACE C); such sectors were not the main drivers of growth during the past five years. The largest sectors contributing to the increase in the number of persons employed between 2012 and 2017 were *Administrative & Support Service Activities* (NACE N); *Professional, Scientific & Technical Activities* (NACE M) and *Arts, Entertainment & Recreation* (NACE R) with a share of 22%, 12% and 11% respectively. These sectors are also anticipated to be the key drivers of employment growth in the upcoming five years. The *Administrative & Support Service Activities* (NACE N) sector is expected to contribute the largest share of employment growth, with 29% of the increase in the number of persons employed forecasted to pertain to such sector. This is followed by the *Arts, Entertainment & Recreation* (NACE R) sector and the *Professional, Scientific & Technical Activities* (NACE M) with 12% and 10% respectively.

Note: Readers should be aware that the sharp decrease experienced by the *Water Supply; Sewerage, Waste Management & Remediation Activities* sector between 2012 and 2017 was due to the transfer of Enemalta workers to Engineering Resources Ltd as from 25th August 2014 (i.e. workers were transferred from NACE E to NACE N).

Economic Sector	2012	2017	2022	Change 2012/2017	Change 2017/2022
[A] Agriculture, Forestry & Fishing	492	651	672	159	21
[B] Mining & Quarrying	215	268	282	53	14
[C] Manufacturing	19,010	19,558	19,890	548	332
[D] Electricity, Gas, Steam & Air Conditioning Supply + [E] Water Supply; Sewerage, Waste Management & Remediation Activities	2,835	1,585	1,655	-1,250	70
[F] Construction	8,234	8,703	9,436	469	733
[G] Wholesale & Retail Trade; Repair of Motor Vehicles & Motorcycles	21,504	25,710	29,533	4,206	3,823
[H] Transportation & Storage	7,700	9,517	11,375	1,817	1,858
[I] Accommodation & Food Service Activities	14,339	16,541	18,061	2,202	1,520
[J] Information & Communication	4,862	6,869	9,205	2,007	2,336
[K] Financial & Insurance Activities	5,896	8,906	10,827	3,010	1,921
[L] Real Estate Activities	838	1,064	1,245	226	181
[M] Professional, Scientific & Technical Activities	6,662	11,626	15,703	4,964	4,077
[N] Administrative & Support Service Activities	9,011	18,098	29,772	9,087	11,674
[O] Public Administration & Defence; Compulsory Social Security	24,936	28,484	31,637	3,548	3,153
[P] Education	8,096	9,785	10,492	1,689	707
[Q] Human Health & Social Work Activities	5,891	8,317	10,394	2,426	2,077
[R] Arts, Entertainment & Recreation	3,835	8,670	13,524	4,835	4,854
[S] Other Service Activities	1,968	2,530	2,903	562	373
[T] Activities Of Households as Employers, Undifferentiated Goods & Services - producing Activities of Households for own use	6	410	455	404	45
[U] Activities of Extraterritorial Organisations & Bodies	190	218	218	28	0
<b>Grand Total</b>	<b>146,520</b>	<b>187,510</b>	<b>227,277</b>	<b>40,990</b>	<b>39,767</b>

Table 5: Future outlook by economic sector

Similarly, the below table indicates past and expected employment growth by major occupation group. Over the past five years, a quarter of employment growth (25%) pertained to clerical jobs. This situation is expected to be reflected in the upcoming five years with 20% of employment growth relating also to clerical jobs. Although, elementary occupations only accounted for 8% of the increase in employment growth during the past five years, such occupations are forecasted to inhere more than 18% of the forecasted growth. For the remaining occupations, employment growth in the upcoming years is expected to reflect more or less past trends.

Major ISCO Group	2012	2017	2022	Change 2012/2017	Change 2017/2022
[0] Armed Forces Occupations	1,506	1,753	1,947	247	194
[1] Managers	10,871	14,175	17,555	3,304	3,380
[2] Professionals	28,051	33,308	39,922	5,257	6,614
[3] Technicians and Associate Professionals	16,571	22,535	27,501	5,964	4,966
[4] Clerical Support Workers	16,901	27,287	35,235	10,386	7,948
[5] Services and Sales Workers	26,887	37,055	43,837	10,168	6,782
[6] Skilled Agricultural, Forestry and Fishery Workers	421	441	514	20	73
[7] Craft and Related Trade Workers	9,160	10,334	11,580	1,175	1,245
[8] Plant and Machine Operators and Assemblers	9,015	10,235	11,549	1,220	1,314
[9] Elementary Occupations	27,137	30,386	37,637	3,249	7,251
<b>Grand Total</b>	<b>146,520</b>	<b>187,510</b>	<b>227,277</b>	<b>40,990</b>	<b>39,767</b>

Table 6: Future outlook by occupation

Since this publication does not incorporate the entire labour market, future employment growth could pertain to other emerging occupations which are not included in this handbook. Thus, possibly influencing the contributing share of the respective sector and major occupation group.

# Alphabetical list of Occupations





## A

---

Accountant (Code: 2411)  
Accounting and Bookkeeping Clerk (Code: 4311)  
Accounting Associate Professional (Code: 3313)  
Administrative Officer (AO) (Code: 3343)  
Advertising and Marketing Professional (Code: 2431)  
Air Traffic Controller (Code: 3154)  
Aircraft Engine Mechanic and Repairer (Code: 7232)  
Aircraft Engineering Technician (Code: 3115)  
Aircraft Pilot and Related Associate Professional (Code: 3153)  
Allied Health Assistant (Code: 3259)  
Aluminium Worker (Code: 7213)  
Animator (Code: 5169)  
Announcer on Radio, Television and Other Media (Code: 2656)  
Anti-Fraud Agent (Code: 2411)  
Armed Forces Occupations (Code: 0310)  
Assembler (Code: 8210)  
Athlete and Sports Player (Code: 3421)  
Audio-Visual Editor (Video/Film) (Code: 3521)  
Auditor (Code: 2411)  
Author and Related Writer (Code: 2641)

## B

---

Baker, Pastry-Cook and Confectionery Maker (Code: 7512)  
Bank Teller and Related Clerk (Code: 4211)  
Bartender (Code: 5132)  
Beautician (Code: 5142)  
Blacksmith and Forging Press Worker (Code: 7221)  
Bookmaker, Croupier and Related Gaming Worker (Code: 4212)  
Bricklayer and Stonemason (Bennej) (Code: 7112)  
Building Caretaker (Code: 5153)  
Building Construction Labourer (Code: 9313)  
Bulldozer, Steamroller and Mechanical Shovel Driver (Code: 8342)  
Bus Driver (Code: 8331)  
Business Services and Administration Manager not elsewhere classified (Code: 1219)  
Butcher (Code: 7511)

## C

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Car Salesperson (Code: 5223)  
Car Wash Attendant (Code: 9122)  
Care Worker (Working with persons with disability in homes or hospitals) (Code: 5321)  
Care Worker Home-based (Code: 5322)  
Care Worker Institution-based (Code: 5321)  
Cargo and Freight Handler (Code: 9333)  
Carpenter and Joiner (Mastrudaxxa) (Code: 7115)  
Cashier and Ticket Clerk (Code: 5230)  
Cheese Counter Assistant (Supermarket) (Code: 5246)  
Chef (Code: 3434)  
Chemical and Physical Science Technician (Code: 3111)  
Chemist (Code: 2113)  
Child Care Worker (Code: 5311)  
Civil Engineering Technician (Code: 3112)  
Cleaner and Helper in Offices, Hotels and Other Establishments (Code: 9112)  
Cleaning and Housekeeping Supervisor in Offices, Hotels and Other Establishments (Code: 5151)  
Commercial Sales Representative (Code: 3322)  
Community Officer (Code: 5419)  
Compliance Inspector (Code: 3359)  
Computer Network Professional (Code: 2523)  
Computer Networks and Systems Technician (Code: 3513)  
Concrete Placer, Caster, Finisher and Related Worker (Code: 7114)  
Conference and Event Planner (Code: 3332)  
Construction Manager (Code: 1323)  
Construction Supervisor (Code: 3123)  
Contact Centre Information Clerk (Customer Care) (Code: 4222)  
Contact Centre Sales Representative (Code: 5244)  
Cook (Code: 5120)  
Correctional Officer (Code: 5413)  
Counselling Professional (Code: 2635)  
Crane, Hoist and Related Plant Operator Driver (Code: 8343)  
Credit and Loans Officer (Code: 3312)  
Customs and Border Inspector (Code: 3351)

## D

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Database Designer and Administrator (Code: 2521)  
Debt-Collector and Related Workers (Code: 4214)  
Deep-Sea Fishery Worker (Code: 6223)  
Delivery Person (Code: 9621)  
Dental Assistant (Code: 3251)  
Dentist (Code: 2261)  
Dishwasher (Code: 9412)

Doctor, General Practitioner (GP) (Code: 2211)  
Domestic Cleaner and Helper (Code: 9111)  
Draughtsperson (Code: 3118)  
Driver (Car, Taxi, Van, Minibus and Hearse) (Code: 8322)

## E

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Economist (Code: 2631)  
Educational Institution Manager (Code: 1345)  
Electrical Engineer (Code: 2151)  
Electrical Engineering Technician (Code: 3113)  
Electrical Line Installer and Repairer (Code: 7413)  
Electrical Mechanic and Fitter (Code: 7412)  
Electrician (Code: 7411)  
Electronics Engineering Technician (Code: 3114)  
Electronics Engineer (Code: 2152)  
Employment Agent (Code: 3333)  
English Language School Teacher (TEFL) (Code: 2353)  
Enterprise Chairperson (Code: 1120)  
Environmental and Occupational Health Inspectors (Code: 3257)

## F

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Factory Hand (Code: 9329)  
Fast Food Crew Member (Code: 9411)  
Film, Stage and Related Director and Producer (Code: 2654)  
Finance Manager (Code: 1211)  
Financial and Investment Adviser (Code: 2412)  
Firefighter (Code: 5411)  
Fitness, Recreation Instructor and Programme Leader (Code: 3423)  
Floor Layer and Tile Setter (Code: 7122)  
Food and Beverage Server (Code: 5131)  
Foreman / Forewoman (Code: 3119)

## G

---

Garbage/Refuse Collector (Code: 9611)  
Gardener, Horticultural and Nursery Grower (Code: 6113)  
General Office Clerk (Code: 4110)  
General Receptionist (Code: 4226)  
Generic Machine Operator (Code: 8100)  
Graphic Designer (Code: 2166)  
Gypsum Worker (Gypsum Boards) (Code: 7123)

## H

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Hairdresser (Code: 5141)  
Hand Launderer and Presser (Code: 9121)  
Hand Packer (Code: 9321)  
Handyperson (Code: 9622)  
Heavy and Industrial Machinery Mechanic and Repairer (Code: 7233)  
Heavy Truck and Lorry Driver (Code: 8332)  
Hotel General Manager (Code: 1411)  
Hotel Porter (Code: 9621)  
Hotel Receptionist (Code: 4224)  
Human Resources Manager (Code: 1212)

## I

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ICT Security Professional (Code: 2529)  
ICT Operations Technician (Code: 3511)  
ICT Sales Professional (Code: 2434)  
ICT Services Manager (Code: 1330)  
ICT User Support Technician (Code: 3512)  
Inland and Coastal Waters Fishery Worker (Code: 6222)  
Installer and Servicer of ICT (Code: 7422)  
Insurance Representative (Code: 3321)  
Interior and Commercial Designer and Decorator (Code: 3432)  
Investment and Financial Analysis Consultant (Code: 2413)

## J

---

Journalist (Code: 2642)

## K

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Kindergarten Educator (Code: 5312)  
Kitchen Hand (Code: 9412)

## L

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Lawyer (Code: 2611)  
Learning Support Educator (Code: 5312)  
Legal and Related Associate Professional (Code: 3411)  
Librarian and Related Information Professional (Code: 2622)  
Life Science Technician (excluding medical) (Code: 3141)  
Lift Installer (Code: 7412)



## M

---

Machine Tool Setter and Setter Operator (Code: 7223)  
Management Consultant (Code: 2421)  
Managing Directors and Chief Executives (Code: 1120)  
Manufacturing Manager (Production and Operations) (Code: 1321)  
Manufacturing Supervisor (Code: 3122)  
Masseur / Masseur (Code: 5142)  
Mathematician and Statistician (Code: 2120)  
Mechanical Engineer (Code: 2144)  
Mechanical Engineering Technician (Code: 3115)  
Medical Assistant (Code: 3256)  
Medical Doctor (Other) (Code: 2211)  
Medical Laboratory Scientist (Medical Lab Scientist - MLS) (Code: 3212)  
Medical Sales Representative (Code: 2433)  
Merchandiser (Code: 5223)  
Messenger (Code: 9621)  
Midwifery Professional (Code: 2222)  
Mixed Crop and Livestock Farm Labourer (Code: 9211)  
Mixed Crop Grower (Code: 6114)  
Motor Vehicle Mechanic and Repairer (Code: 7231)  
Musician, Singer and Composer (Code: 2652)

## N

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Nail Technician (Code: 5142)  
Nanny (Code: 5311)  
Nursing Professional (Code: 2221)

## O

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Occupational Therapist (Code: 2269)  
Office Coordinator (Code: 3341)  
Other Attendant (Code: 9629)  
Other Teaching Professional (Code: 2359)

## P

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Painter and Related Worker (Code: 7131)  
Panel Beater (Code: 7213)  
Perit (Code: 2161)  
Personal Assistant (PA) and Administrative Secretaries (Code: 3343)  
Pet Groomer and Animal Care Worker (Code: 5164)  
Petrol Pump Attendant (Code: 5245)  
Pharmaceutical Technician and Assistant (Code: 3213)  
Pharmacist (Code: 2262)

Pharmacy Sales Assistant (Code: 5223)  
Photographer (Code: 3431)  
Physiotherapist (Code: 2264)  
Pipe Fitter (Code: 7126)  
Pizzaiolo (Code: 5120)  
Plasterer (Kisi) (Code: 7123)  
Plumber (Code: 7126)  
Police Force Constable (Code: 5412)  
Policy Analyst (Code: 2422)  
Policy and Planning Manager (Code: 1213)  
Pool Attendant (Code: 9129)  
Port Worker (Code: 9333)  
Postal Operator and Courier (Code: 4412)  
Print Finishing and Binding Worker (Code: 7323)  
Printer (Code: 7322)  
Process Control Technician (Code: 3139)  
Psychologist (Code: 2634)  
Public Relations Officer (PRO) (Code: 2431)  
Purchasing Agent (Code: 3323)

## Q

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Quality Controller (excluding Foods and Beverages) (Code: 7543)

## R

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Radiographer (Code: 3211)  
Real Estate Agent and Property Manager (Code: 3334)  
Recruitment and Career Professional (Code: 2423)  
Rental Sales Worker (Code: 5249)  
Research Analyst (Code: 2422)  
Research and Development Manager (Code: 1223)  
Research Interviewer (Code: 4227)  
Restaurant and Catering Supervisor (Code: 5131)  
Restaurant, Café and Catering Establishment Manager (Code: 1412)

## S

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Sales and Marketing Manager (Code: 1221)  
Sales Demonstrator and Representative (Code: 5242)  
Securities and Finance Dealer/ Broker (Code: 3311)  
Security Guard (Code: 5414)  
Sewing, Embroidery and Related Worker (Code: 7533)  
Sheet-Metal Worker (Code: 7213)  
Shelf Stacker (Code: 9334)

Ships' Deck Officer and Pilot (Master/Boatmaster/Mate) (Code: 3152)  
Ships' Deck Crew and Related Worker (General Purpose Hand) (Code: 8350)  
Shop Salesperson (Code: 5223)  
Shop Supervisor (Code: 5222)  
Shopkeeper / Retailer (Code: 5221)  
Social Worker (Code: 2635)  
Software Programmer and Developer (Code: 2512)  
Sports Coach, Instructor and Official (Code: 3422)  
Sports, Recreation and Cultural Centre Manager (Code: 1431)  
Spray Painter and Varnishers (Code: 7132)  
Stall and Market Salesperson (Code: 5211)  
Statistical, Finance and Insurance Clerk (Code: 4312)  
Steam Engine and Boiler Plant Operator (Code: 8182)  
Steel Worker (Code: 7221)  
Stone Dresser (Code: 7113)  
Structural-Metal Preparer and Erector for Building Construction (incl. Steel and Pre-Fabricated Structures) (Code: 7214)  
Systems Administrator (Code: 2522)  
Systems Analyst (Code: 2511)

## T

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Tailor, Dressmaker, Furrier and Hatter (Code: 7531)  
Teacher (Code: 2300)  
Telecommunications Engineering Technician (Code: 3522)  
Toolmaker and Related Worker (Code: 7222)  
Tourist Guide (Code: 5113)  
Trade Broker (Code: 3324)  
Training and Staff Development Professional (Code: 2424)  
Translator, Interpreter and Other Linguist (Code: 2643)  
Transport and Storage Manager (Code: 1324)  
Travel Attendant / Steward (Code: 5111)  
Travel Consultant and Clerk (Code: 4221)  
Travel Courier (Code: 4412)

## U

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Underwater Worker (Diver) (Code: 7541)  
University and Higher Education Lecturer (Code: 2310)  
Upholsterer and Related Worker (Code: 7534)

## V

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Visual Artist (Code: 2651)

## W

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Warehouse and Transport Clerk (Code: 4320)  
Web and Multimedia Developer (Code: 2513)  
Web Designer (Code: 2166)  
Welder and Flame Cutter (Code: 7212)  
Wholesale and Retail Trade Manager (Code: 1420)



The Occupational Handbook is a source of information related to 246 occupations found in the Maltese labour market. These 246 occupations cover more than 90% of the labour force.

The information detailed in the occupational sheets of this handbook was obtained by means of desk-based research, online questionnaires and consultation meetings with various sectorial stakeholders (the State, Educational Institutions, Private Enterprise and other Social Partners) and makes it unique to Malta and the needs of the Maltese economy.

The Occupational Handbook is designed to provide occupational information to a wide audience including students, jobseekers and job-changers, career guidance practitioners, training officials, counsellors and employers.

Each occupational sheet includes the following information:

- Job description, duties and work environment
- Entry level qualifications (including licences and warrants)
- Knowledge, skills and additional qualities
- Related career opportunities
- Median pay
- Job outlook for the coming years

The production of this Occupational Handbook was part-financed by the European Social Fund.



Operational Programme II – European Structural and Investment Funds 2014-2020  
*“Investing in human capital to create more opportunities and promote the wellbeing of society”*  
Project part-financed by the European Social Fund  
Co-financing rate: 80% European Union; 20% National Funds

