

2011

Embrace Change, Evolve and Create Value

ANNUAL REPORT

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01. Board of Directors



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Mr William Spiteri

Although the picture varies across Member States, creating jobs has been a tough challenge in 2011 as the economic crisis and curtailed government expenditure have had significant consequences for most labour markets. Across the board in Europe, the number of jobless rose considerably but Malta thrived well by keeping its unemployment rate well below the EU average.

In fact, Malta saw an increase in the gainfully occupied population, with just under three-fourths of the latter working in the private sector. Unemployment has also been kept at bay, with a slight decrease between 2010 and 2011. One must consider this a feat when compared with the high overall euro area's unemployment rate in December 2011.

Such a scenario encourages ETC to strive even harder in the direction it set itself. The EU-funded Employment Aid Programme has served to encourage employers to give a possibility to the unemployed from disadvantage groups. In fact, the uptake for 2011 was 14% higher than in 2010. Other schemes operated by ETC, such as the Community Work Scheme, the Work Trial Scheme, and the Apprenticeship Schemes have aided in ensuring a stable and increased workforce. These have been supplemented by further schemes made available from EU funds, namely, the Traineeship Scheme, the Youth Employment Programme, the Entrepreneurship Scheme, and the Training Aid Framework.

Over the past year, ETC continued to consolidate its efforts to entice more women to join the labour market. NSO data for October 2011 confirm that these measures are bearing fruit. These results were achieved thanks to a number of family-friendly measures and incentives that have been introduced to encourage more women to participate in the labour market, notably the tax-credit system. On its part, ETC has organised focused information to encourage women to join the labour force. The Nista' Sharing Work-Life Responsibilities campaign, composed of TV and radio spots and a detailed information booklet with all the required information, outlines practical steps which women can take to go back to work. Through the campaign we also appeal to employers to offer family-friendly measures to encourage women to enter the labour market. Increasing the female participation rate remains a high national priority and further actions will be undertaken in the coming years to close the gap between the male and female activity rates.

ETC also organised targeted traineeship schemes in areas most sought after by employers. Programmes on care for the elderly, call centre services, food and beverage services and electronics assembly, among others, were designed to supplement better skill matches on the market.

During 2011, ETC committed itself to make the client the centre of its focus, irrespective of whether the client is the employer or the unemployed. A new ETC website launched in November 2011 has facilitated browsing and access to our services, while the call centre, also revamped in November, now ensures a smoother and easier connection. More focused training for employment advisors is being undertaken to provide better support and advice at registration point.

The re-designed and simplified procedure for the Training Aid Framework has also met with considerable success. In fact, during 2011, a total of €968,000 has already been disbursed to employers who participated in the scheme.

ETC has also looked inwards and felt that a more streamlined organisation would better cater for present requirements. Thus, the Corporation carried out a restructuring programme and grouped its tasks into three distinct, but interconnected areas: Employability, Corporate Services and Finance. A bold move has been to include training with employability to ensure that courses are directly linked to skill shortages and market needs. In fact, during 2012, the system for course booking will be radically altered so that persons registering for employment will be informed during their first meeting with the employment advisor when to attend the course of their choice.

The top challenges for ETC in 2012 are two-fold: the Corporation will buttress its support to employers through better matching procedures and dedicated training via its various schemes to preserve and increase sustainable and productive employment. The Corporation will also keep focusing on the unemployed and inactive to facilitate increased participation of women and vulnerable groups, including older workers into the labour force. A more accurate anticipation of future job skills is also on ETC's agenda as this is imperative in tackling unemployment, especially youth and long-term unemployment, and in encouraging the transition of these registrants into the labour market. These are essential areas which must be persistently hammered to reach the country's objectives envisaged in the EU's 2020 strategy for economic growth.

I would like to thank the Prime Minister Dr. Lawrence Gonzi and Minister Dolores Cristina for their continuous encouragement and support in achieving our vision.

I also extend my gratitude to the ETC Board of Directors, CEO, management and employees, stakeholders and Ministry staff for their commitment.



Embrace Change, Evolve and Create Value

Ever since the ETC was established it has provided an invaluable contribution both to Maltese employees and to employers. This has been achieved because the ETC has always maintained a vision and a policy that seeks to enhance the employability of its clients whilst assisting employers in their recruitment needs.

This vision has driven the Corporation to embark on a restructuring exercise to ensure that its services remain relevant to the needs of the employment market. A campaign was launched to promote all the essential services that ETC offers. And we worked harder to increase public awareness that ETC's services are not limited to maintaining a register for unemployed persons. The registration process is only a trigger that sets in motion a series of multiple services aimed at empowering jobseekers to improve their chances of finding suitable employment in the least possible time.

ETC helps job-seekers find new placements. As can be seen in the operational review of this document, the number of registered vacancies with the corporation has increased, and long-term unemployment is decreasing. We assist people in, or out, of employment to learn how to promote and use their skills better; we hone job-seekers' abilities to better advantage by offering special training and mentoring and also offer incentives to employers to assist them in the job market.

In these times of economic difficulties the world over, ETC's performance in the job market has seen consistent improvements. However we can never say we have done enough and we constantly look at past results, endeavouring not only to keep the same level of success but to improve on it in the future.

2011 was a year of consolidation for ETC. We carried out an exhaustive appraisal of all our operations, closely examining all we have done and charting the way forward. We overhauled all the different sections and the way the organisation works, consolidating all our services and evolving our organisation into a more manageable, more modern, more efficient and more transparent one.

The changes we are implementing are not limited to a change in management structures only. They are also on an operational level across the whole organisation. We feel that we are moulding an organisation that can offer an improved service to the end-user who will find us better prepared, better informed and better equipped to handle all the needs of the employees, employers and the job-seekers especially those who are in need more assistance. Ultimately, by these proposed changes, the Maltese community stands to benefit.

2012 is the year we will put most of these changes into place. We are satisfied and proud of our past and we feel confident of our future. We have to continue working hard to be proactive and creative so that our contribution to the employment sector and to society in general will be more effective.



04. Developments in the Labour Market in 2011

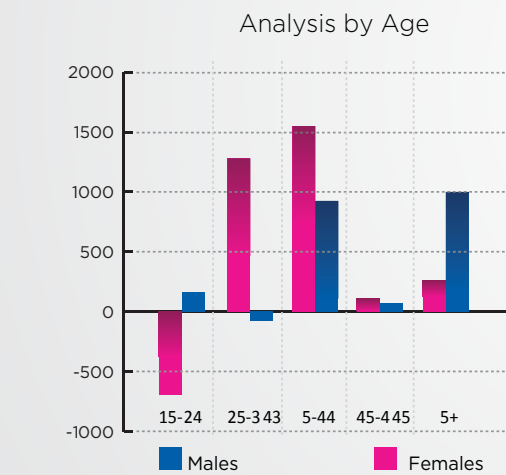
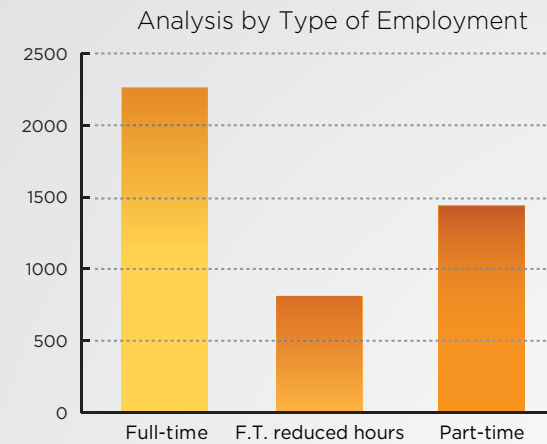
An Analysis Based on Labour Force Survey Indicators

Dr Gordon Cordina

This brief presents an overview of developments in the labour market in 2011 as compared with 2010, on the basis of averaged Labour Force Survey indicators which are available for the first three quarters. It reviews dynamics in labour demand and supply and concludes by assessing their implications for the principal labour market indicators.

Average employment rose by around 4,500 persons during the period, driven primarily by women. The rate of females employed grew by 4.4% and contributed over 2,400 persons to the overall increase. This is in line with longer-term needs and opportunities for Malta to boost the activity rate of women.

A related interesting development is the pronounced increase in the number of jobs which are on full-time with reduced hours basis. This development is composed of over 800 females, corresponding to a growth of over 27%. It is probable that a significant part of this originated from jobs which were previously of a full or part-time nature. It also coincides with the growth in employment of females, and is consistent with the needs and opportunities arising from more flexible labour market arrangements. Full-time jobs accounted for around one-half of the total increase during the period under review.



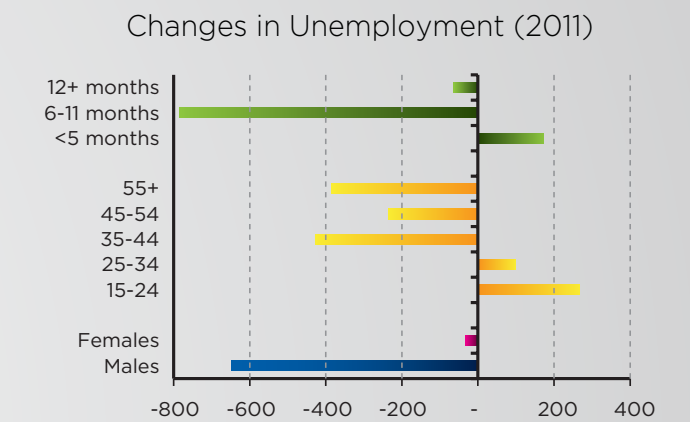
The most important supply contribution to employment growth in 2011 came from females in the 35-44 age bracket. While this in part reflects demographic trends, which also conditioned males in the same age bracket, it was also instigated by measures aimed at encouraging women to return to the labour force after a period of childcare. These initiatives included tax incentives, training, media campaigns and enhanced collective childcare facilities and after-school programmes. These measures have also influenced the activity of females in the 25-34 age bracket. A drop in the activity rate of women within the 14-24 age bracket reflects their increased participation in formal education.

The main contribution of males to the labour force was in the 55 and older age bracket. This, to a large extent, reflects an ageing labour force, as well as, in part, the implementation of measures which protect pension rights of persons working beyond the statutory retirement age.

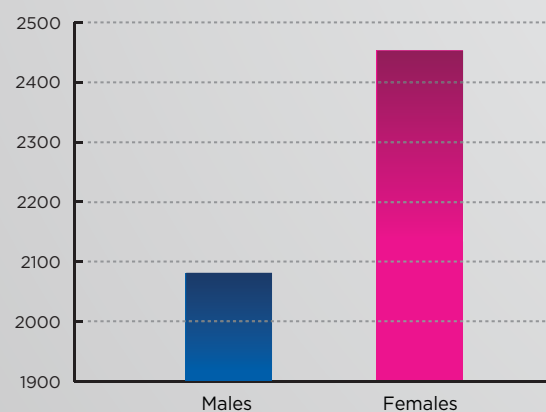
From a sectorial perspective, labour demand reflected overall economic developments, with the bulk of employment growth being generated by the service sectors. Employment in wholesale and retail, hotels and restaurants and transport and communication is on a downward trend which is likely to persist. Interestingly, employment in industry is showing resilience after a prolonged period of restructuring.

The increase in labour demand in the first three quarters of 2011 also resulted in a drop in unemployment, which amounted to almost 700 persons. This drop concerned mainly males in the higher age brackets who had been unemployed for a period of between 6 and 11 months. In view of these considerations, the drop in unemployment during 2011 may be attributed to a cyclical adjustment, entailing the reversal of the increase in unemployment occasioned by difficulties in economic conditions during the previous year.

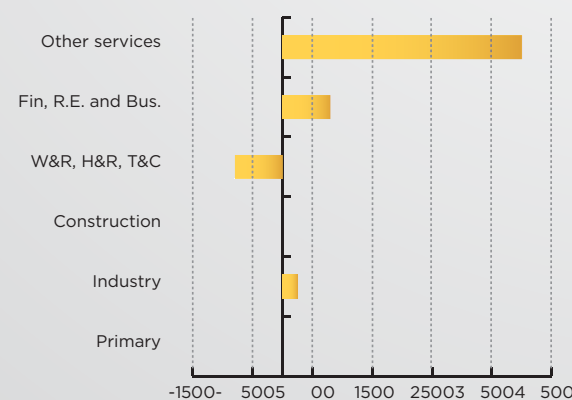
Segments where increases in unemployment were registered concerned younger workers who were seeking employment for a period of less than five months. This may primarily be attributed to job search and career changes, although deteriorating economic prospects could be creating some new difficulties for younger workers. >>>>



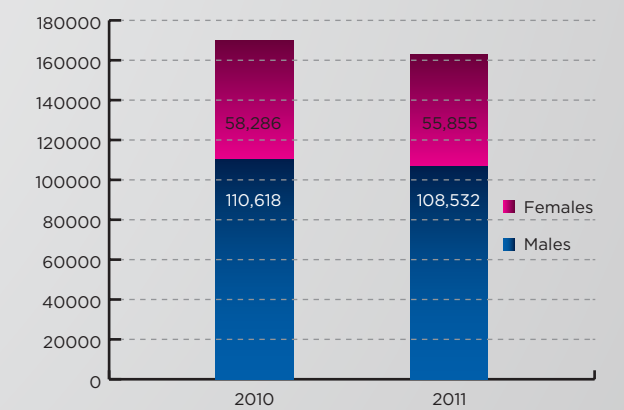
Changes in Employment (2011)



Sectoral Analysis



Employment Levels





These dynamics can next be considered in terms of their implications on the overall aggregate indicators of labour market performance. Total employment in 2011 has averaged close to 169,000 persons, of whom 34.5% are women. In spite of the growth in employment for the latter, this ratio has only edged up by half a percentage point in 2011, indicating the need for further effort over a number of years to attain a more balanced gender composition.

The growth in employment in 2011 entailed a marked increase in the labour market activity rate (measured as persons working or actively seeking employment out of the total working age population), which edged up by 1.3 percentage points to 61.6%. The activity rate of women grew by 1.8%, which was double that of men. Its overall level, at 44%, however remained at only just over one-half that of men. At the same time, the unemployment rate dropped from 6.8% to 6.4%, driven mainly by a drop in the male category. The unemployment rate for women remained higher than that of men.

Principal Labour Market Indicators

Malta	2011	2010	pp. Change
Activity Rates	61.6	60.3	1.3
Female	44.0	42.2	1.8
Male	78.7	77.8	0.9
Unemployment Rates	6.4	6.9	0.5
Female	7.0	7.3	0.3
Male	6.1	6.8	0.6
EU-27			
Activity Rates	n.a.	70.3	n.a.
Female	n.a.	63.7	n.a.
Male	n.a.	77.0	n.a.
Unemployment Rates	9.7	9.7	-
Female	9.8	9.6	0.2
Male	9.6	9.7	0.1

When compared with principal indicators for the EU27 countries, Malta has a positive performance in terms of the unemployment rate, which in 2011 not only decreased but also remained at a significantly lower level. The unemployment rate in Malta at 6.4% was around two-thirds that of the EU27 countries, which stood at 9.7%.

On the other hand, Malta continued to feature a markedly lower activity rate as compared with the EU average. In 2010, the differential in activity rates was around 10 percentage points, which, to an extent, should have diminished in 2011 in view of the significant growth in employment in Malta. Nevertheless, this indicates the presence of important challenges ahead, which must span a number of years, in order to further increase labour market activity in Malta. These challenges include continued efforts to: improve education, and lifelong learning in particular, especially for under-achievers, older workers and employees in declining sectors of activity; to attract further investment into the economy; and to enhance facilities and working arrangements to balance family and working lives.

05. Our Achievements at a glance



- ETC retained the level of registered unemployed as in 2010, despite the current international economic turmoil.
- A total of 3,402 persons found employment through an ETC service, which includes job submissions by employment advisors, website services, job centre services, freephone, daily automailer and job banks.
- A total of 2,593 employers used the recruitment services provided by the Employment Services Division. Of these, 796 employers were first-time users of ETC services.
- A total of 3,059 new personal action plans were developed jointly by the employment advisors and registering jobseekers.
- The total number of participants in ETC training courses was a record-high of 15,072, equivalent to a 10% increase on the previous year.
- Female participation in ETC training courses increased by 27%. By the end of December 2011, the Corporation placed 85% of applicants that applied to join the apprenticeship scheme in the 2011 intake.
- The Youth Employment Programme (YEP) assisted over 3,000 youths.
- ETC saw a significant increase in the Work Trial Scheme (WTS) participation. A total of 602 clients were placed on the WTS.
- The Corporation launched the Training Subsidy Scheme (Academic) to enhance skills and promote further education in Digital Media and Financial Services.
- There was a significant increase of 1,119 persons placed in employment through the Employment Aid Programme (EAP).
- The Corporation received a total of 1,149 Training Aid Framework (TAF) applications.
- Significant progress was achieved in issuing disbursements under TAF and EAP.
- Malta has continued striving to work towards reaching the ambitious national target for employment of 62.9% by 2020.
- The Corporation organised the first local Employment and Training Fair.
- The registered disabled persons unit in the supported employment section carried 1,261 interviews. Placements by the unit increased by 5%.
- A total of 1,319 one-to-one interviews were conducted with clients in the disadvantaged groups unit.
- The Corporation launched its new interactive website, a number of new services were introduced via this new site.
- A staff recreation centre was inaugurated within the Corporation's premises at Hal Far.

Registration Service

27,515 registrations were effected between January and December 2011, of which 14,060 were unique jobseekers. From this cohort, there were 4,012 new service users who had never used the registration services of the Employment Services Division before.

Personal Action Plans

During 2011 a total of 3,059 new personal action plans were developed by ETC employment advisors and registering jobseekers. In addition, 20,703 personal action plan reviews and follow-ups were carried out. As a result, a total of 14,031 persons were referred for training programmes organised by ETC.

Job Vacancies and Placements

Table 1 shows the interaction between job placements and job vacancies. There was a substantial increase of 44% in job vacancies in 2011 when compared with 2010.

Placement Services	Oct to Sep	Oct - Dec	Jan - Dec				
	2006-7	2007-8	2009	2010	2011		
					Total	Malta	Gozo
Job Vacancies	13,489	15,089	7,791	9,477	13,653	12,860	793
Submissions	87,534	92,168	58,234	71,195	65,806	64,494	1,312
Placements	3,548	4,638	4,027	4,043	3,428	3,277	151
Placement to Vacancies Ratio	26%	31%	52%	43%	25%		
Placements							
Private	2,400	3,182	2,893	2,426	2229		
Public	1,148	1,456	1,134	1,617	1199		

Table 1: Placements/ Vacancies / Submissions undertaken by ETC

Submission figures decreased by 7.5% over the previous year and there was a decrease of 15% in the placement figures. A key reason contributing to this decrease is that a good number of non-registering jobseekers, who either receive the ETC daily automailer, or access vacancy details through the ETC website, get in direct contact with prospective employers without seeking ETC assistance. This is not tracked in the placement figures. Notwithstanding the downward trend that was witnessed during the first three quarters of the year placements were again on the increase in the last quarter where the number of placements increased by 14% over the same period in 2010.

During this financial year a total of 2,593 unique employers used the recruitment services provided by the Employment Services Division; this represents an increase of over 50 employers when compared with 2010. More employers now use the ETC job vacancy services. Whereas 1,797 employers had already used ETC services in the past, 796 made use of the service for the first time.

Objections

During this financial year the ETC received a total of 1,645 objections from registered unemployed persons who did not turn up for a training opportunity or interview with their employment advisor. This was a significant decrease when compared with the previous year, possibly resulting due to the newly introduced warning system proposed by the National Employment Authority (NEA). A total of 1,028 (63%) of these objections made by the client were upheld whilst the remaining 613 (37%) were won by the ETC, with four still to be processed.

European Job Days



Liaising with other Government Departments

Once again a co-ordinating exercise was held with the Tax Compliance Unit (TCU) to check whether unemployed registrants were in fact not working. ETC sent a list of all registrants to the TCU which checked whether any of them were registered as Directors, had active VAT numbers or Trade Licences. Feedback on registrants who were in possession of any of the above-mentioned was passed to ETC and the necessary action was taken through the fingerprint messaging system to request registrants to regulate their position.

Employment Advisory Unit

During 2011 the employment advisory unit maintained the extended contact hours introduced in 2010 and continued conducting interviews with jobseekers in the afternoon.

Seminars were also organised to increase jobseeker motivation in finding employment. Throughout the financial year under review three motivation seminars for youth were held spanning three days, addressing interviewing skills, CV writing skills and soft skills. Employers from different sectors took part in open discussions with participating jobseekers. Other sessions included team building exercises, ice breakers, and the provision of relevant information, such as conditions of employment.

Other Guidance Initiatives and Exercises

Besides the services normally offered by the Corporation, the Employment Services Division implemented a number of ad hoc activities:

- *Various Information Sessions* - information sessions were organized for several target groups of jobseekers, including those aged 25-39 and 40+.
- *Newsletters* - the youth section issued a number of newsletters to inform youth on different careers and other interesting services, such as EURES, ETC schemes 'Work Trial Scheme' and tips for job interview preparation.
- *School talks and Career Fairs* - Youth advisors attended career fairs organized by Higher Secondary Schools and delivered presentations at Secondary Schools. The talks provided information on what employers expected, on EURES, ETC Services and on Schemes for Youth job seekers.
- *Redundancy exercises* - Employment advisors went on site in several companies issuing redundancies. The advisors provided information on vacancies and services available and guided the relevant employees through a number of options to find employment within the least time possible.
- *Valletta Access* - At the Valletta Access Complex, employment advisors continued to provide services to first-time registrants, who were both Maltese and foreigners (EU and non-EU nationals). Clients were registered and given information on the organisation of the unemployment register.
- *Parastatal Section*: During this financial year, the Parastatal Section processed 1,807 vacancies, facilitating the placement of 1,199 persons.

Full-time Employment

During 2011, despite the unfavourable economic environment in neighbouring states, Malta registered an increase in the number of persons in employment. According to the latest figures published by the National Statistics Office, the gainfully occupied population on a full-time basis stood at 149,751 as at the end of August 2011, an increase of 2,551 when compared with the 147,200 gainfully employed as at end-August 2010.

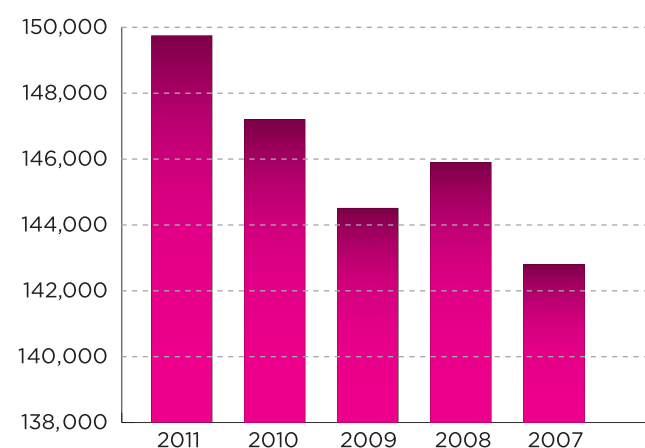


Figure 1: Number of persons in gainful employment

The private sector represented 72.6% of total full-time employment, which increased by 1.8% between August 2010 and August 2011. The rise was registered in the following economic sectors: the real estate, renting and business activities; other community social and personal service; financial intermediation; and transport and storage and communication. Over the period under review, the manufacturing sector also experienced an increase in employment primarily in the manufacture of other transport equipment and of rubber and plastic products.

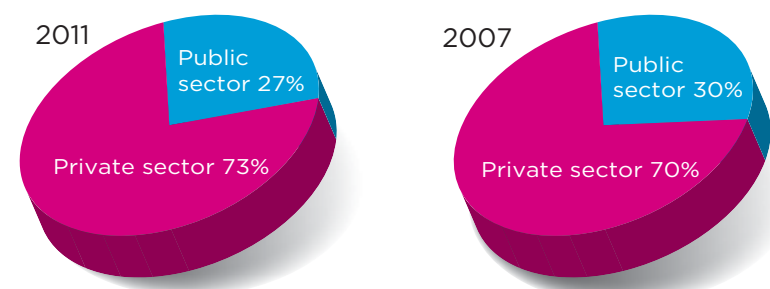


Figure 2: Share of employment between the Public Sector and the Private Sector

Part-time Employment

In August 2011, the number of employees whose primary job was part-time stood at 30,938, 58% of whom were women. The increase in p-t employment, mainly registered in the male cohort, was of 973 persons or 3.1% over August 2010 (29,965).

Unemployment

The number of registered unemployed persons remained quite stable in spite of the current international economic scenario. A decrease of 19 persons was registered between December 2010 and the same month of 2011. Unemployment in Gozo stood at 703 persons. As can be seen in Table 2, unemployment among men decreased by 1.2%, while that for women dropped by 3.1%.

By Gender (Part1&2)	Dec-07	Dec-08	Dec-09	Dec-10	Dec-11
Males	4,684	5,004	5,986	5,216	5,154
Females	1,488	1,369	1,694	1,390	1,433
Total	6,172	6,373	7,680	6,606	6,587

Table 2: Registered Jobseekers in Malta and Gozo

Table 3 shows a breakdown of the registered unemployed by age group. A decrease of 3.82% was seen in the 16 to 29 years cohort. There was also a decline of 3.6% in the 40-49 age group.

Age Group	Dec-07	Dec-08	Dec-09	Dec-10	Dec-11
16 - 19 years	596	533	701	502	487
20 - 29 years	1,534	1,535	1,785	1,488	1,427
30 - 39 years	1,356	1,410	1,656	1,427	1,422
40 - 49 years	1,457	1,477	1,689	1,434	1,383
50 years & Over	1,229	1,418	1,849	1,755	1,868

Table 3: Unemployment by Age Group (Part 1 & 2)

Table 4 shows the registered unemployed according to the respective unemployment period. During 2011, the number of jobseekers who registered between 17 and 52 weeks increased by 5.3%, while those jobseekers registering over 1 year (53 weeks) decreased by 4.5%.

	Dec-07	Dec-08	Dec-09	Dec-10	Dec-11
Weeks	Part 1 & 2				
0 - 8 weeks	1,521	1,524	1,815	1,558	1,555
9 - 16 weeks	1,033	1,001	1,154	1,034	1,039
17 - 24 weeks	554	667	763	605	662
25 - 52 weeks	807	1,008	1,398	1,023	1,053
53 weeks & Over	2,257	2,173	2,550	2,386	2,278

Table 4: Unemployment - Duration of registration

Training Programmes

In 2011, the training arm of the Corporation focused on the continued implementation of the Employability Programme, which is co-financed by the European Social Fund. The training activities were open to both unemployed registrants and to employed or inactive persons. The courses included job skills, basic skills and work orientation courses, INT Entrepreneurship Scheme, traineeships and the Training Subsidy Schemes. >>>>

Participation in Training

The total number of participants in ETC courses organised in 2011 was a record high of 15,072, equivalent to a 10% increase on the previous year, as can be seen in Figure 1. There was a slight increase of 2.5% in males participating in courses but an appreciable 27% increase in females taking courses over 2010.

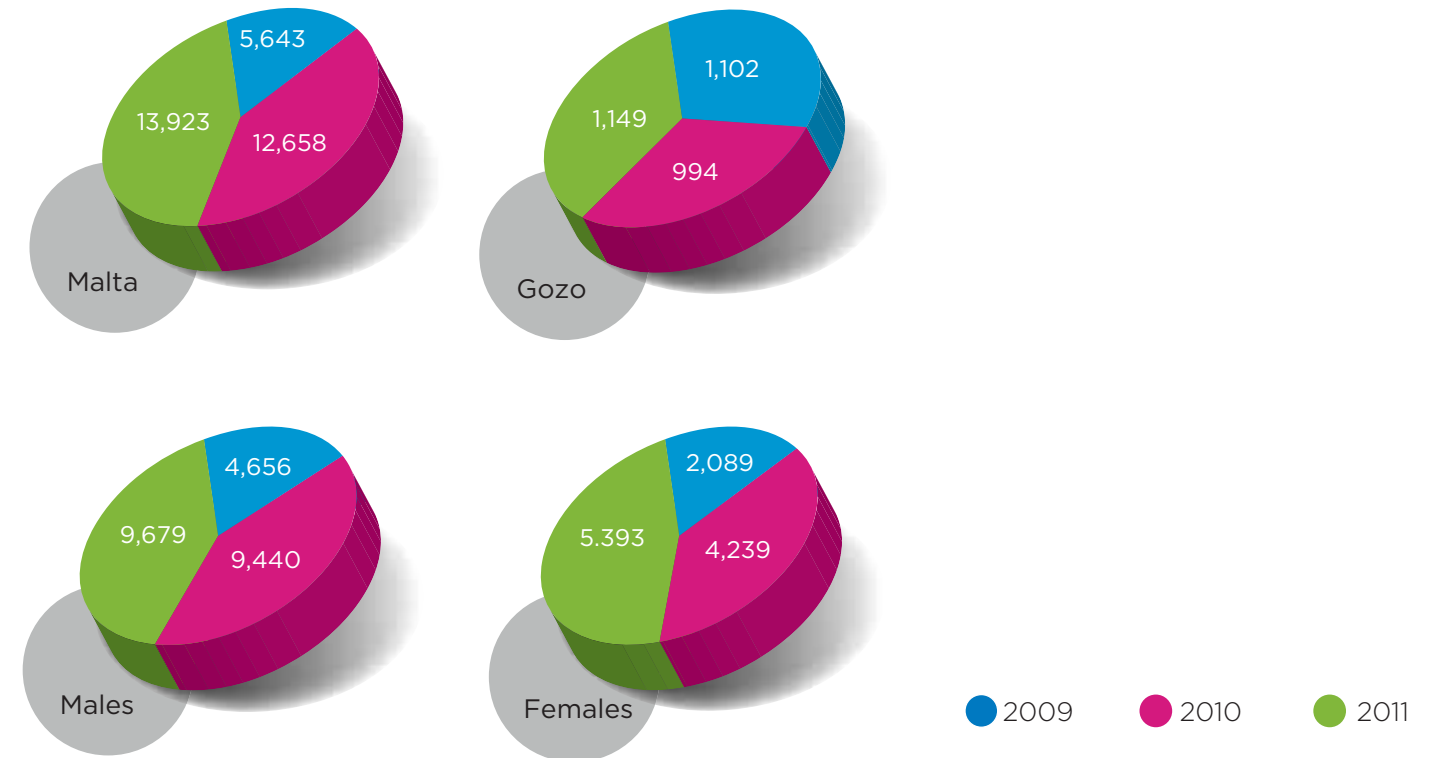


Figure 3: Number of training participants

Of the 15,072 persons who participated in training during 2011, 28% were persons in the 16 to 24 age group, 32% in the 25 to 39 age group, whilst 29% were in the 40 to 54 age group.

During 2011 ETC started the delivery of the Test for English Language Teachers (TELT), Teaching English as a Foreign Language (TEFL) and Basic First Aid courses. It also continued offering course tasters to fifth formers who were thought not to be interested in furthering their studies beyond the secondary level. In December 2011, a whole week was dedicated to students from St. Ignatius' College where 33 students savored different courses. Students also participated in sessions on job skills from the Youth Employment Programme officials.

ETC also introduced the delivery of an obligatory course for third country nationals who want to apply for long-term residence permit in Malta. The course was established through a legal notice (LN 370 of 2010) which nominated ETC to deliver it.

ETC also delivered courses to the second intake in the Youth Inc project led by the Foundation for Educational Services. ETC provides basic training in English, Maltese, Numeracy and Basic IT, and vocational training to youths who completed compulsory education but still lacked basic employment skills. >>>>

08. Training Services

In collaboration with the Supported Employment Section, the Skills Centre organised a number of job skill courses for persons under probation. The course, which also had constant assistance from the probation officers, included specific modules on participants' particular needs. In-house training for CCF inmates also continued.

ETC starting offering Welding courses in collaboration with MCAST.

ETC is also participating in the European Credit system for Vocational Education and Training (ECVET) and the European Quality Assurance in Vocational and Educational Training (EQAVET) projects led by Malta Qualifications Council. ECVET aims to give people greater control over their individual learning experiences and make it more attractive to move between different countries and different learning environments whilst EQAVET is a community of practice bringing together Member States, Social Partners and the European Commission to promote European collaboration in developing and improving quality assurance in VET by using the European Quality Assurance Reference Framework.

Skills Assessment and Trade Testing

The Corporation continued providing skills assessment and certification through the trade testing process. Trade testing was held for:

- all apprentices completing the apprenticeship,
- all trainees completing their traineeship programme,
- individuals applying to have their competences recognised.

272 apprentices completed their apprenticeship by the end of September 2011. These apprentices were qualified to sit for a trade test to be awarded the Journeyman's Certificate. The trade test, which involved co-ordination with 27 Trade Testing Boards, was concluded by the end of the year. Re-sits for those candidates who failed the first trade test are planned to be held in January 2012 and successful candidates will have their graduation in the first quarter of 2012. During 2011, a total of 474 persons were tested or re-tested.

During the year under review, 11 Trade Testing Board members were trained in Occupational Assessment Skills to be able to train current and prospective assessors. After a tender was issued for trainers in this area, in January 2012 a further 30 Trade Testing Board members will be trained in the assessment of occupational competences. The objective is to have all assessors carrying out assessment through trade testing to be formally trained and qualified in assessment techniques. This training is financed through European Social Funds under the Employability Programme. The initiative is also in line with Malta Qualification Council requirements which advocate professional development and certification of persons who exercise as assessors.

09. Employment and Training Schemes

In an effort to address labour market needs, the ETC operates a number of employment and training schemes to facilitate the integration of jobseekers into the labour market, as well as to cater for new labour market demands, including specific skill shortages.

Community Work Scheme

The scheme, introduced in 2009, stabilized further in 2010. In 2011, in Malta eligible participants were those registering for work for more than five years. However, in 2012 unemployed persons registering for more than four years will also be eligible to participate in the scheme. In Gozo, jobseekers who had been registering for more than three years are already invited to participate, with the registering unemployment period to be reduced further in the coming years.

As at end-December 2011, 225 persons were actively participating in the scheme, 163 in Malta and 62 in Gozo. Entities composed of 35 Local Councils in Malta (118 participants), 12 Local Councils in Gozo (43 participants), 19 NGOs in Malta (45 participants), and 9 NGOs in Gozo (19 participants), participated in the scheme.

Further meetings with various NGOs in Malta and Gozo were held to emphasise the importance and advantages of the scheme. Regular inspections and monitoring of participants in the scheme were carried out.>>>>



Apprentice Journeyman Certificate Awards

Youth Employment Programme

The objective of the ESF-funded Youth Employment Programme (YEP) is to increase the employability and labour market integration of young people, particularly disadvantaged young jobseekers who do not pursue post-secondary education. YEP also helps youths working in precarious jobs and encourages them to further their training and to increase their awareness of their rights and responsibilities at work.

The expected target of the project was a total of 4,860 disadvantaged youth in Malta and Gozo. Between January and December, 2011, YEP assisted over 3,000 youths. In view of its success, the project was extended to December 2012.

Through YEP the Corporation continued to offer information and advice via its dedicated youth website www.youth.org.mt. Once again, apart from providing basic information on careers, education, training and job search, the YEP website enabled young persons to chat live with a team of professionals, including a career guidance practitioner, an occupational therapist and a psychologist. The services offered were a half day and multiple session workshops (covering topics such as self-assessment, career choice, job search, soft skills, mind maps, CV writing, interviewing skills, mock interviews etc...), one-to-one sessions with professionals, employer visits, and trade observation sessions.

YEP publicity measures included radio and TV interviews, public relations in print, and interaction on social media, such as Facebook and SMS messages. The first YEP TV Programme in a series of programmes was broadcast in January 2011. The YEP programmes offered information and advice on various career-related issues, including job interviews, tips on CV writing, working conditions, health and safety at work, etc.

Work Trial Scheme

The Work Trial Scheme (WTS) continued its operations in 2011, with 602 clients placed on the scheme. A total of 68% of participants successfully completed the work trial while 6% were still actively participating in the scheme. Some of the participants who left the scheme prematurely, a total of 33, found employment while a further 73 continued their studies.

Apprenticeship scheme

The Apprenticeship framework consists of on-the-job and off-the-job training, which are undoubtedly beneficial for both apprentices and for employers.

Apprentices, who prove to be loyal, motivated and willing to learn, enhance their work opportunities after their apprenticeship. Most candidates are retained by their employer and those who leave do so either out of their own free will to seek better opportunities or to pursue further training.

Awareness about apprenticeships schemes is crucial to encourage participation. Hence, throughout 2011, ETC officials in the apprenticeship section delivered several talks at various colleges and secondary schools to fourth and fifth formers. By the end of December 2011, the Corporation placed 85% of applicants who had applied to join the apprenticeship scheme in the 2011 intake. The Corporation will continue doing its utmost to find a placement for all other candidates.

In 2011, the average number of apprentices stood at 712, 436 of whom were following an apprenticeship under the Technician Apprenticeship Scheme while 276 were participating in the Extended Skill Training Scheme. Circa 330 employers, 93% of whom were from the private sector, participated in the schemes through the provision of on-the-job training for apprentices. To ensure good quality training at the employers' establishment and at VET Institutes, ETC officials carried out a total of 670 monitoring visits, 557 visits at employers' establishments and 113 visits at either MCAST or ITS.

An Interim Review process was developed and introduced during 2011 to ensure that the training provided to apprentices was in line with the calling. This process involved a one-to-one meeting between the apprentice and the Trade Testing Board. Each Trade Testing Board, set up for each apprenticeship calling, is composed of three technical persons who are proficient in their particular field. During the Interim Review in the presence of the ETC official, the Trade Testing Board establishes whether:

- the apprentice is getting sufficient exposure to appropriate learning and skills development opportunities,
- the level of progress a candidate has made is sufficient,
- the type of progress the candidate made is appropriate.

After such meetings the technical experts advise the ETC official of any shortcomings and the remedial action to be taken.

Traineeship scheme

The Traineeship Scheme targets new labour market entrants, unemployed clients, or employees involved in restructuring exercises. Through this dual system of occupational skills development, a flexible training solution is offered to employers who are willing to recruit clients qualifying for a traineeship.

The scheme, forming part of the ESF Employability Programme, is composed of on-the-job and off-the-job training. The content and standards of the scheme are set after consultations with employers. If trainees satisfy the standards, they are awarded a certificate of competence. During the traineeship programme, trainees are given a traineeship allowance equivalent to 80% of the minimum wage. A total of 125 persons participated in the Traineeship Schemes in 2011.

The following programmes were offered under the Traineeship Scheme:

- Care Workers for the Elderly
- Electronics Assembly Operators
- Industrial and Manufacturing Operators
- Call Centre Agents
- Food and Beverage Servicing
- Veterinary Nursing Assistants
- Office Procedures and Skills

Entrepreneurship scheme

In 2011, ETC offered once more the INT Scheme. INT (Ibda Negozju Tiegħek) is an entrepreneurship programme for persons of all ages who wish to start their own business. ETC provides training, personal advice and counselling on how to start a business and successfully make it work, as well as mentoring and financial grants.

The entrepreneurship scheme training is offered through the ESF-funded Employability programme and covers 265 hours of training. The training focuses on creativity, confidence building, business planning, business and people management, marketing, negotiation skills, legal aspects, health and safety, investment and financial management, retail skills, customer care and handling competition.

Furthermore, the scheme provides participants with a mentoring service which consists of one-to-one business counselling and advice and the opportunity to share his/her experiences to help identify strengths and shortcomings.

A childcare subsidy was given to participants with young children while attending the INT programme. A transport subsidy to participants who live in Gozo was also provided. In 2011, 41 persons participated in the scheme.

Training Subsidy Scheme

The Training Subsidy Scheme, offered through the ESF Employability Programme, promotes continuous training and development for self-employed persons and individuals employed in micro enterprises, i.e. having 10 employees or less. Applicants are entitled to a training grant equivalent to 75% of their training costs, up to a maximum of €1,000 per individual.

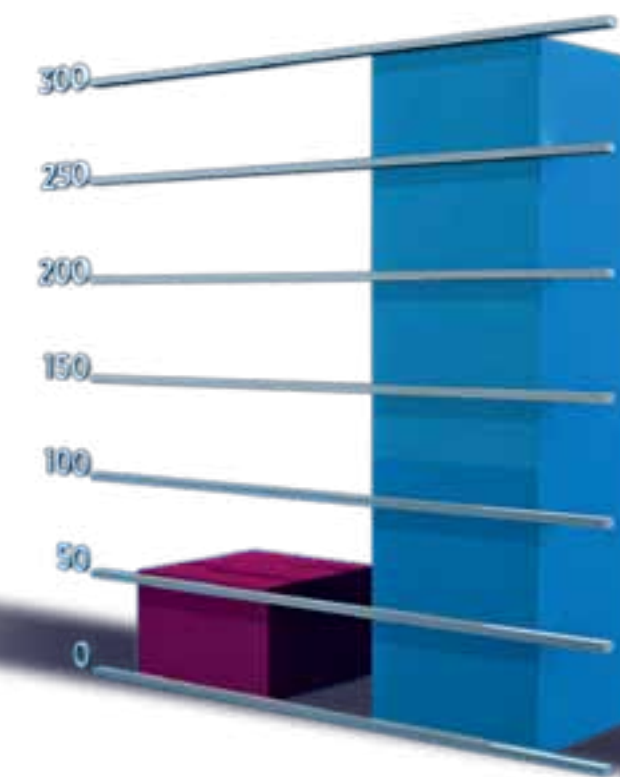


Figure 4: Number of TSS beneficiaries in 2010 and 2011

In 2011, there was a 428% increase on the number of participants benefitting from the TSS scheme in 2010.

Training Subsidy Scheme (Academic)

Launched for the first time in 2011, the Training Subsidy Scheme (Academic) provides a training grant to individuals who are either job seekers or employed and who are interested in obtaining a Higher Education qualification at EQF/MQF Level 5 and Level 6 in an area related to Digital Media or Financial Services.

The grant covers training costs and is capped as follows:

- Programmes at EQF/MQF level 5 up to a total of €12,000
- Programmes at EQF/MQF level 6 up to a total of €18,000

A total of 85 persons benefitted from the scheme in 2011. Of these, 51 started a Degree course whilst 34 started a Diploma course. In all, 59 participants followed a course in Digital Media, while 26 started a course in Financial Services.



Minimum Wage Earners scheme

The Minimum Wage Earners Scheme was also launched in 2011 following the announcement in the 2011 Budgetary Estimates by Government. This scheme is a financial grant given to workers who earn €160 or less gross pay per week from their full or part-time employment. To be eligible for this grant, the employee must attend a minimum of four hours of training per week organised by the Corporation. The grant amount of €25 per week is given to eligible persons who complete the whole training course, even if the person is attending for more than one course at a time.

10. Employment Aid Programme

The Employment Aid Programme, which is co-financed by the European Social Fund, contributes towards the integration of disadvantaged and disabled persons into the labour market. It facilitates access to employment through financial assistance to companies and upgrades the skills of those most disadvantaged through work experience. Employers receive a grant equivalent to 50% of the wage costs in the case of disabled persons for one year or 75% for the first year and 60% for the subsequent second and third years (excluding NI) in the case of persons with special needs.

During 2011, the EAP saw a substantial increase in both the number of applications received and in the subsequent placements made through the scheme. Placements, and consequently the commitment of funds, nearly doubled on 2010. In fact, by the end of 2011, 2,242 grant agreements were signed. Given the market situation and economic realities in late 2010, with effect from 1st January 2011, the subsidised period was increased from 26 to 52 weeks. This caused a considerable increase in placements and funds committed.

Beneficiaries claim reimbursement on completion of the grant agreement. So far, ETC has approved for reimbursement over €1 million in subsidies to EAP beneficiaries. ETC, together with a set of identified stakeholders, provide assistance to beneficiaries to claim their reimbursement.

From the launch of the project till end-December 2011, a total of 4,170 applications were received and 2,242 grant agreements were signed. In all, 1,258 men and 984 women benefitted from the scheme.

Of the 1,119 persons placed in the Employment Aid Programme during 2011, 617 are men and 502 are women. The percentage participation of women in EAP in 2011, at 45%, is higher than the percentage participation of women in the labour market. This augurs well for future increased female participation in the labour market. Of those securing employment through EAP in 2011:

655 are youth,
62 are above
45 years,
64 are disabled
persons.

11. Training Aid Framework

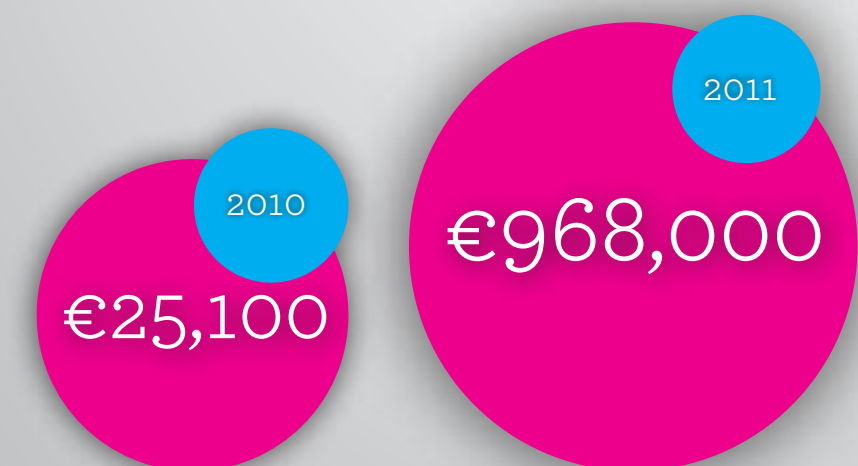
The Training Aid Framework (TAF) is a scheme which provides financial assistance to private employers who wish to offer on or off-the-job training to their workers. This scheme is partly financed through the European Social Fund. From the launch of the scheme in February 2009 until the end of December 2011, the TAF Unit within ETC processed 3,372 applications. The number of applications received exceeded the forecast numbers.

In 2011, ETC received 1,149 applications and 1,097 grant agreements were signed with beneficiaries for a total grant value of €3.6 million. When comparing the latter with the total value of grants allocated in 2010, it can be noted that the value increased by €1 million. The €3.6 million allocated in 2011 cover the training of just over 10,000 persons on behalf of whom a grant had been applied. On the other hand, eight applications were turned down as they did not meet the eligibility criteria. The number of rejected applications dropped drastically when compared with the rejected number in 2010, indicating that employers became more familiar with the requirements of the scheme following assistance from ETC officials. Out of the rejected applications to date, 58% of applicants have appealed against the decision taken by the Evaluation Committee. A total of 58% of appeals (which amount to 152 appeals) reviewed by the Appeals' Board have been upheld and applicants were invited to sign the grant agreement.

As the Intermediate Body, ETC is responsible for monitoring the training programmes funded through TAF. The total number of monitoring visits conducted between February 2009 and December 2011 amounted to 983.

The application form, the evaluation and reimbursement processes were re-designed during 2011 to minimise the administrative burden that the TAF had on applicants. The revision included a reduction in data requested and a simplification of forms. In June 2011, the new simplified TAF application form, claim for reimbursement and guidelines were introduced.

This change had a positive effect on the reimbursement process, as, by the end of December 2011, the TAF and Control Units processed 798 claims. The number of claims uploaded on the structural funds database amounted to 544, out of which 476 have been paid, to the tune of approximately €968,000. This is considered a very good result when comparing the value of funds disbursed in 2010, circa €25,100. The increase in the number of processed claims is also due to additional staff within the Control Unit and to the constant close collaboration with the Line Ministry, Treasury Department and the Managing Authority. >>>>



ETC held individual meetings with 16 undertakings and four information sessions to further encourage undertakings that had submitted applications in 2009 and 2010 to put in their claims for reimbursement. During the meetings and sessions, staff members of the TAF Unit thoroughly explained the reimbursement process. Moreover, towards the end of the year, ETC also sought assistance from the Malta Chamber of Commerce, Enterprise and Industry to actively follow up this issue with its members.

Unfortunately, in 2011, 31 claims amounting to circa €45,200 submitted for reimbursement were rejected owing to breach of ESF and/or TAF regulations. In most cases applicants either did not comply with the principles of sound financial management, good governance, transparency and open competition or did not adhere to the conditions set in the grant agreement signed by ETC and the applicant organisation itself.



During 2011 the ETC Gozo organised a number of initiatives to assist Gozitans secure employment or to train or obtain work exposure to improve their employability.

ETC Board Meeting in Gozo

In November 2011, the ETC Board of Directors held a board meeting in Gozo, to which the Hon Minister for Education, Employment and the Family, the Hon Dolores Cristina, attended. The board meeting focused on issues particular to Gozo. Mr Gordon Cordina, of E-Cubed Consultants, was invited to present his most recent study on conditions and the economic situation in Gozo.

Amalgamation of the Northern District with Gozo office

As part of the restructuring exercise undertaken by ETC during 2011, the Northern region (Qawra, St Paul's Bay and Mellieha) was amalgamated with the Gozo office. This move will benefit both areas as there are common synergies which can be exploited.

Back-up office work

The administration of the back-up office work of the Human Resources Information Unit (HRIU) has been moved to the Gozo office. The HRIU handles all engagement and termination forms, besides providing ETC with the relevant employment statistics. The objective of the move was to make a better use of resources and to integrate part of the work of the Gozo office into mainstream tasks. It is hoped that by the end of 2012 the work carried out by this unit will be entirely transferred to the Gozo office.

New ETC Office in Victoria, Gozo

ETC Gozo will be moving from its Xewkija premises to new offices in central Victoria in 2012. The move has a two-fold objective: ETC will be able to operate from a one premises as the new offices will incorporate not only the office in Xewkija but also the Job Centre in Victoria. Thus, operations will be better organised and monitored. Furthermore, operating from a central place in Victoria is bound to result in a better service to ETC clients. The new premises will also house good training space, thus facilitating access to those participating in training courses.

Work Trial Scheme

The Work Trial Scheme proved to be a remarkable success in Gozo compared with the 11 participants taking part in the scheme in 2010. A drive was made by ETC personnel to promote the scheme and encourage both jobseekers and employers to participate in this job experience scheme. A total of 230 unemployed persons and 131 employers actively participated in the programme during 2011.

Placements

The number of persons placed in employment through ETC services was 155, of whom 66 were registered unemployed persons, including two persons with special needs, and 87 had been inactive.

Employment Aid Programme

During the operational year under review, the EAP intake in Gozo kept the same momentum of the previous year, receiving 167 applications. A total of 139 jobseekers and 80 employers participated in the programme and the value of grant agreements signed in 2011 reached €752,661.

Training Programmes

The Gozo Branch is also responsible for the organisation of ETC training programmes in Gozo. These courses were mostly funded through the Employability Programme, part financed from the European Social Fund. The number of persons trained in Gozo totalled 1,079. A total of 77 courses were organised during 2011, which courses covered 16,512 hours of training. The completion rate stood at 91%.

Apprenticeship Schemes

As in previous years, the ETC Gozo Branch was also responsible for the placement and monitoring of the Gozitan ESTS and TAS apprentices. A total of 69% of participants in the ESTS and 50% of TAS apprentices were placed in employment during this year. The total number of persons undergoing an apprenticeship in Gozo was 63, with each apprentice being monitored twice a year.

Strike Offs

A focus on enforcement was made in 2011. An exercise was undertaken to meet unemployed persons who had been registering on Part 1 of the unemployment register for a long time. The objective was to match skills to existing vacancies and to confirm the job preferences of registrants.

A total of 147 persons were removed from the unemployment register for several reasons:

- A total of 16 were found working and registering and legal action is being taken against them.
- A further 48 either refused employment or a training opportunity.
- A total of 29 did not attend a job interview as requested by ETC.
- A total of 52 failed to actively seek employment as agreed between them and ETC officials during the formulation of personal action plans.
- Two were removed as they gave incorrect information.

13. The European Employment Service

One of the main objectives of the EURES team is to make Maltese residents aware of employment opportunities in the European Union and to provide the necessary ancillary assistance. The team also assists employers based in Malta to recruit foreign personnel. EURES also helps foreign jobseekers seeking employment in Malta and foreign employers sourcing employees from Malta.

In 2011 the EURES team once again embarked on several activities/information sessions, including:

- EURES Training for front liners - All ETC front line staff was invited to attend two EURES half day training sessions.
- Introductory EURES information sessions to jobseekers - registrants interested in working abroad were invited to attend an information meeting on EURES.
- Annual Seminar 'Training as a tool to Mobility Seminar' - In May 2011, ETC and EURES Malta organised a Seminar for students, school leavers, parents and training providers. The objective was to inform the target audience about EURES Services and training opportunities available at ETC.
- Collaboration - EURES once again collaborated with MEUSAC, EUPA, the EU representation office, among others, to reach as many persons as possible.
- Invitations were sent to local employers to participate in various Job Fairs abroad. Information about these recruitment opportunities were disseminated through MEA, MHRA and the Malta Chamber of Commerce, Enterprise and Industry.
- Outreach to University Faculties - An email was sent to all University faculties inviting them to collaborate with EURES to organise information sessions for their students. The objective is to explain the function and services of EURES and to extend help on job search and other issues.
- Europe Day - on 6 May 2011 EURES set up a tent in Valletta from where two EURES Advisors provided information on EURES and its services. To further promote the activity, promoters were contracted to give out flyers.
- EURES Communications Training - The training focused on facilitation of recruitment through social networking, information on various social media and their function, the use of social media vis-à-vis personal contact with jobseekers, how to reach employers using the best recruitment tools and how EURES can be promoted further.
- EURES Job Fair - EURES advisors from various countries attended the EURES Annual Job Fair held in October. Guidance and advice to jobseekers were provided to those willing to move abroad. There were also several private employment agencies present to offer job opportunities in Europe.
- Employment and Training Fair - In March 2011, EURES also played an active role in the organisation and participation in the first local Employment and Training Fair. Various local and European employers, private recruitment agencies and training service providers participated in this activity. A number of European advisors attended on behalf of various employers.
- University Careers Convention - EURES participated once more in the University of Malta Careers Convention, which was held on the University Campus. EURES Advisers manned the stand the whole week where they handled various queries from Maltese and foreign students related to EURES.

14. Law Compliance

In 2011, the Compliance Unit of ETC sought to improve its effectiveness through more focused inspections. Between January and December 2011, a total of 3,827 inspections were carried out during which 2,349 law infringements were identified. The infringement rate works out at 61%, which is much higher than that attained last year. Most of the cases related to Maltese workers found working illegally in establishments as ETC had not been notified of their employment. In such cases, ETC issued the pre-fine letter to the employer inviting him/her to regularise the employment of the persons identified. If the employer did not abide by the provisions of the letter, an administrative fine was imposed; if the employer still did not regularise the position, then legal action was taken against him.

During 2011, a total of 12 court sittings were held during which 446 cases were heard. Cases were presented against employers found employing persons illegally and against persons found working and registering at the same time. Also in 2011, the number of appeals against decisions taken by ETC heard by the National Employment Authority was 818. In 80% of the cases, the ETC decision was upheld.

Table 5: Compliance

Law Compliance					
	Oct - Sep	Oct - Dec	Jan - Dec		
	2006-7	2007-8	2009	2010	2011
Number of Infringements by Category					
Working and Registering	197	145	171	118	108
Employment of Minors	26	12	15	20	22
Employment of Foreigners	302	291	365	373	261
Employment not Reported to ETC	1,589	1,727	1,498	1,243	1,958
Total	2,114	2,175	2,049	1,754	2,349
	Oct - Sep	Oct - Dec	Jan - Dec		
	2006-7	2007-8	2009	2010	2011
Total Strike-Offs	1,799	2,032	1,575	1,963	1,486
Total Appeals to NEA	860	1,076	820	832	818
Appeals Upheld	127	198	120	203	164
Percentage of Cases Upheld	15%	18%	30%	24%	20%
Number of Inspections	3,484	4,119	3,553	3,745	3,827
Number of Infringements	2,114	2,175	2,049	1,754	2,349

European Union Affairs

During 2011 the European Union continued to sustain its efforts to reach objectives set out under the Europe 2020. Smart, sustainable and inclusive growth through employment and job creation was at the top of the EU's agenda, especially in light of a turbulent economic environment which was spurred on by an unrelenting recession that has threatened prospective growth in the Union.

Malta's target is
62.9%

In view of this, Malta continued its efforts to reach an ambitious national target for employment of 62.9% by 2020. Following the formal approval of its National Reform Programme in April 2011, Malta embarked on the implementation of initiatives to address various facets of the Maltese economy. In terms of employment, Malta has been guided by priorities that address bottlenecks in its labour market, namely:

- Increasing the participation of women in the labour market,
- Increasing the employment rate of older workers,
- Activating vulnerable groups,
- Improving the employability of the workforce.

Meanwhile, ETC continued to pursue the implementation of schemes and measures to address such issues and to further buttress the EU-wide seven flagship initiatives for economic and social growth in the Union. Amongst others, the Union has agreed on a "Youth on the Move" initiative to facilitate the integration of young people into the labour market, and on an "Agenda for New Skills and Jobs" that seeks to modernise labour markets to empower people through skills development in an effort to increase labour market participation and to improve labour market matching and mobility.

Within the framework of the European Semester, in 2011 the European Commission adopted the Annual Growth Survey (AGS) that focused on priority actions in three main areas: fiscal consolidation and enhancing macroeconomic stability, labour market reforms for higher employment, and growth enhancing measures. The AGS set out the EU's priorities for the coming 12 months in terms of economic and budgetary policies and reforms to boost growth and employment. In terms of labour market reforms, the Commission has reported some progress in the areas of active labour market policies, skills, life-long learning and education.

Additionally, in March 2011, the EuroPlus Pact was concluded by the 17 euro area countries, including Malta with the participation of six of the remaining ten Member States. The Pact signifies further commitments by Member States in the areas of competitiveness, employment, sustainable public finances and financial stability.

In the meantime, the European Affairs Unit within ETC continued to furnish Government Ministries and other organisations with its comments, reactions and analysis on documentation proposed by the European Council, the European Parliament, and the European Commission. Management personnel from ETC regularly attended meetings representing Malta on the Employment Committee and its sub-groups.

ETC management personnel participated during 2011 in the network of European public employment services, contributing to conferences, meetings and seminars organised to share best practice and to discuss the development of active labour market measures to achieve employment targets set in the Europe 2020 Strategy.

15. Promoting Equal Opportunities at the Workplace

Gender Social Inclusion and Diversity Committee

In 2011, The Gender Social Inclusion and Diversity Committee carried out an extensive review of services offered by the Corporation to ensure equal opportunities at every level.

Overall, the Committee noted a positive approach on the part of the Corporation and found that most policies and procedures were already compliant.

An accessibility audit of the ETC premises in Hal Far was also conducted to ensure that persons with special needs, including both staff and clients, could access all services.

In all, the Committee conducted eight meetings and submitted reports to the CEO for his consideration.

Supported Employment

The Employment Advisors working with clients requiring the services of Supported Employment. Supported employment is a way to move people from dependence on a service delivery system to independence via competitive employment. The provision of on-going support services for people with disabilities significantly increases their rates for employment retention. The positive trend on the success achieved in the past years was maintained. In 2011, ETC focused on one-to-one interviews and concentrated more on qualitative submissions to achieve good placement results. A total of 1,261 interviews were carried out in 2011. Whilst the number of submissions decreased by 23% when compared with the previous year, the placement rate increased by 5%, amounting to 112 placements. The co-operation agreements with Inspire Foundation and the Richmond Foundation have been re-activated following a negotiated process.

Work exposure opportunities through the utilisation of the Bridging the Gap (BTG) and Work Trial Scheme (WTS) again proved to be indispensable as employability tools for this client group. Throughout this year the BTG was utilised on 37 occasions and the WTS on 12. As at end-December 2011, out of the 37 clients placed on the BTG scheme, 15 were still in employment, 19 returned to the unemployment register, while the remaining 3 were inactive.

During 2011, a total of 590 persons with disability attended mainstream courses offered by the Corporation, an increase of 51 persons when compared with last year. Furthermore, 186 clients had an appointment with the ETC Medical Officer, while 170 clients were assessed by the Occupational Therapist. A total of 53 clients were referred to the Department of Social Security after having declared that they were not fit for employment owing to their medical condition. >>>>



Special Cases

A total of 1,319 one-to-one interviews were conducted by Employment Advisors responsible for special cases clients. This translates to an average of 3 interviews per client during the year. A total of 433 persons pertaining to this client group attended a mainstream training course offered by the Corporation and 55 persons benefited from a work exposure opportunity through the BTG scheme. On 17 occasions, inmates at the Corradino Correctional Facility (CCF) or Substance Abuse therapeutic Unit (SATU), who were near the end of their detention period, were put on such work exposure. The Work Trial scheme was applied on six occasions. Submissions increased significantly to 2,989, and placements stood at 62.

During 2011, 30 clients were called in for an interview by the Ex-Substance Abuse Monitoring Board, while another 30 were referred to the Department of Social Security following their declaration of not being fit for any kind of employment.

Collaboration between the ETC and CCF continued to be maintained. ETC-sponsored training was increased both within the complex and for inmates attending courses at Hal-far. Throughout the past 12 months, 76 inmates received ETC-organised training at CCF.

During 2011, the co-operation agreement with Caritas (Malta) was also revived. A similar agreement with the OASI Foundation operating in Gozo was also formalised.

Information and Communications Technology

During the past year, the Corporation successfully launched a new website consisting of a Content Management System that is fully-integrated with e-ID services enabling ETC to offer its services online. Employers are now able to submit engagement and termination forms online through a fully automated process and applications are vetted instantly. This procedure replaced the previous process that required printing the forms submitted and inputting them into another system. The employer is now also able to review the engagement and termination forms as well as their current status. Furthermore, employees can now access their employment history online for free through the new website.

A new system that will enable more frequent registrations by unemployed jobseekers, and hence deter those who may be abusing the system, has been designed. This is an added service to jobseekers as they will now be able to communicate directly with their employment advisor. A tendering process was launched to purchase a fingerprint-based registration system. The tender document was finalised in October 2011 and sent to the Department of Contracts.

In an effort to further enhance the Corporation's services, the ICT division performed a requirements' analysis and business process re-engineering of the Human Resources Information Unit processes and a tender was issued for the re-development of the system.

The ICT's hardware section also upgraded the Corporation's telephone system to enable it to function as a call centre.

Monitoring and Evaluation

During 2011, the analysis of the in-house survey on the use of the ETC website by employers for recruitment purposes was finalised. The Monitoring and Evaluation Unit conducted a telephone survey among a stratified sample of employers, with 350 companies participating in the survey. The Unit concluded that employers preferred using the website for clerical jobs, technicians or managerial jobs. >>>>

ETC Employee Climate Survey

The analysis of two employee climate surveys conducted among ETC staff was concluded in 2011. The first survey, which had been carried out in October 2010, had a response rate of approximately 57%. Among other results, employees agreed that the Corporation provided training opportunities for its employees and that it offered benefits for employees to meet obligations outside work. Less positive results were obtained on matters such as internal communication.

The second survey, which was conducted in April 2011, achieved a lower response rate, which stood around 20%. Similar results were obtained to those of the first survey with a more positive outlook on issues such as morale, support from colleagues and appreciation from management for the work done.

Effectiveness Indicators

The effectiveness indicators that had been set by a team of employees from various units within ETC, including the Labour Market Information Unit, the IT Unit and the Monitoring and Evaluation Unit, were reviewed. These provide information on ETC's performance vis-à-vis its services. The indicators are also used by a number of Public Employment Services in the EU, thus making it possible for ETC to benchmark its performance. The indicators will start to be compiled on a regular basis and will be circulated among ETC management and staff for better planning and execution of ETC services.

Retention rate under the Employment Aid Programme

An assessment of the effectiveness of the Employment Aid Programme was conducted, which revealed good performance results in terms of employees remaining in employment after termination of employment aid. Around 80% stayed in employment 12 months after leaving the scheme while 66% remained in the same type of occupation that they had been engaged in during the scheme.

Labour Market Information

During the year under review, an average of 13,250 engagement and termination forms were processed every month - 31% originated online. An average of 1,138 clients were serviced monthly, 59,201 records were duly updated whilst 4,042 engagement / termination forms had to be sent back to employers due to missing information. In order to improve the speed of handling TAF and EAP applications internally, a fast track system was implemented to give immediate attention to requests made by the respective operational units to administer employers' grants.

The Labour Market Information Unit published monthly un/employment statistics through the NSO News Releases. Over 850 requests for information were handled - originating from students, public entities, research units and Parliamentary questions. Quarterly comparisons between the ETC un/employment data and those published by the NSO through the Labour Force Survey were also conducted to benchmark and validate labour market trends in the ETC administrative database.

The Unit was also directly responsible for a number of other projects and operations: >>>>

Upgrade of key Performance Indicators

The Corporation upgraded its key performance indicators to meet the current labour market needs and calibrated them to the EU 2020 strategy. A new set of indicators compendium highlighting the main labour market achievements vis-à-vis EU requirements was also designed to focus and keep track of the bilaterally agreed targets between Malta and the EU.

Business Plan Indicators

During this financial year, the monthly business plan indicators were compiled, including a dashboard summarising achievements at the end of each quarter. This was distributed among ETC staff members to keep track of the set Corporate targets.

Labour Market Policy Database

This is a project done in conjunction with the National Statistics Office in order to have a harmonised database between Member States. The LMP database for 2010 was compiled and forwarded to NSO for eventual transmission to EU.

Legislation Update

Legal Notice 110/93 which deals with manpower records (commencement or termination of employment) was revised to reflect current trends in labour market operations, and is currently being reviewed by ETC legal advisors. An updated legal notice is envisaged for the fourth quarter of 2012.

Employment of Minors

ETC, in collaboration with officials from the Department of Industrial and Employment Regulations, the Directorate for Educational Services and the Department for Social Welfare, streamlined the process for employment of minors to speed up administrative requirements. The new process was launched in November 2011 and all required information can be found on the Corporation's website.

Participation in EU networks

Determination of labour market shortages and skills audit exercises were discussed in a number of meetings held by CEDEFOP. The Labour Market Information Unit also provided regular reports/feedback to the Chairperson of the Employment Committee (EMCO) Indicators Group. The Unit participated also in a European network of Public Employment Services to be able to benchmark its operations and participate in the mutual learning activities that such a network offers.

Requests for the issue of employment licences processed during 2011	9,702
New licences issued in 2011	5,331
Licences renewed in 2011	4,114
Licences cancelled during 2011	1,837
Expired / non renewed licences during 2011	7,061

17. Employment Licences

In a bid to make the issue of Employment Licences more user friendly the employment licences guidelines were updated. Meetings to explain the process were also held with different sectors of the labour market that make frequent use of this service.

The Corporation also made arrangements for users of this service to be able to track their application through the Corporation's website. An agreement was also made with Malta Enterprise, through its Business First One Stop Shop, for employment licence applications to be accepted on behalf of the Corporation,

The Corporation is a partner in the project called "An Employment Support Initiative for Refugees and Beneficiaries of Protection", an EU-funded programme led by AWAS to address the integration of former asylum seekers into the labour market. The Corporation's trained staff working in the employment support offices set up by AWAS and provided expertise on matters related to employment and training of migrants.

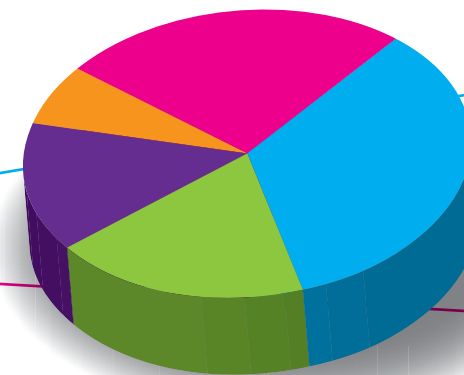
During 2011, at EU level, the Corporation actively contributed to the process linked to the transposition of directives on migration for employment purposes and gave its views on the Intra-Corporate Transferees Directive and on the Seasonal Workers Directive that are both at drafting stage.

Table 6 shows the status of employment licences issued to foreigners and the throughput of the Employment Licences Unit. The large drop in active licences is mainly due to EU nationals not requiring an employment licence to work in Malta as from 1st May 2011.

Active licences as at 1 st January 2011	8,734
Active licences as at end 2011	5,192

Table 6: Employment Licences

9,702	Requests for the issue of employment licences processed during 2011
5,331	New licences issued in 2011
4,114	Licences renewed in 2011
1,837	Licences cancelled during 2011
7,061	Expired / non renewed licences during 2011



18. Financial Services

The Financial Services Division maintained its support in tender processes, including assistance in the formulation of tender documentation and in the administration of tendering procedures according to public procurement regulations.

During 2011, 31 tenders co-funded by EU Funds, namely ESF, ERDF and EURES, as opposed to 50 in the previous year were issued. A further 28 tenders funded by the Corporation, compared with 13 in 2010, were also issued. The global value of tenders awarded amounted to over €599,400. Support was further provided to tender adjudicating committees, including preparation of relevant reports for approval by ETC's Board of Directors.



19. Human Resources and Corporate Social Responsibility

Staff training and development

Staff already qualified at tertiary degree level amounted to 65 which accounts for almost 28% of the workforce. A number of courses, namely Basic office skills and IT related courses to management/administration, were identified for ETC staff members. An average of 4.3 training days per staff member was achieved throughout 2011. The HR Department also circulated a training evaluation survey to its staff members to gauge the training courses' overall rating. A total of 92% of staff members rated training courses undertaken from good to very good. In addition, ETC was sponsoring staff members to pursue first degrees and another at doctorate level.

Data protection compliance information meetings were conducted by senior officials from the Office of the Commissioner for Data Protection. A Data Protection Manual was produced under the supervision of the Office of the Commissioner for Data Protection.

Corporate Social Responsibility Activities

As has been done in previous years, two blood donation activities were organised at the Corporation's premises at Hal Far, achieving a very positive response.

Staff raised funds for Puttinu Cares while a group of employees once again participated in the swimming marathon organised by The Park of Friendship.

The highlight of this year's ETC corporate social responsibility contribution was maintenance work at Dar Pirota, B'Kara. A significant group of employees worked a full day on maintenance tasks, namely decoration of various rooms, corridors, windows, and the whole tennis court. Staff also carried out a general clean-up and a re-organisation of the garden area, including extensive maintenance and cleaning of the main fountain in the garden.

Staff welfare

The Health and Safety Committee focussed on conducting regular risk audits and co-ordinating health and safety training programmes for all staff, taking action when required.

An area that was previously neglected and unused was transformed into a Recreation Centre by the maintenance personnel. The new Centre is equipped with different games where staff can spend their break time socialising whilst involving themselves in active games. The Sports and Social Committee organised a number of activities in the Recreation Centre included tournaments in table tennis, billiards, chess, table-soccer, and darts.

The annual team building activity was held on 23rd December 2011.

The Human Resources Unit continued issuing a quarterly newsletter to staff, which includes cultural information, interviews with staff members, scientific articles, a sports column and photos of past ETC staff members, as well as other interesting news. All newsletters are available on the Corporation's intranet.

The Corporation maintained its investment in the childcare centre. A standardisation exercise of childcare programmes for children under and over three years of age was carried out. All records of ETC childcare users are now deposited at the childcare centre and the pass system was maintained to increase security. A childcare outside play area was completed. The childcare centre audit report, compiled by MFSS was satisfactory tackled and the auditors were pleased by the measures adopted.

A number of infrastructural projects were carried out in 2011 including various refurbishment programmes within Corporation's offices and common areas. The canteen was completely refurbished, which included extensive plastering and decoration works and new furniture.

20. Public Relations, Marketing and Customer Care

During 2011 ETC launched two major projects, both of which greatly impacted the customer service level the Corporation provides to its clients.

The new ETC website was launched in November 2011 to better serve the growing needs of our clients. The new website, apart from being extremely user friendly, offers greater versatility. A number of e-services for both jobseekers and employers were also introduced, laying the foundations for ways to decrease the administrative burden on business.

Similarly launched in November was the upgrading of the Corporation's call centre. This upgrade now enables the Corporation to monitor and analyse various call dynamics to help management make decisions to enhance the client experience.

As in previous years, ETC continued to keep clients informed through email of its initiatives, namely, employment exposure schemes and training programmes. Direct marketing has - as always - proven to be the most cost-effective way to reach clients. Other marketing communication methods deployed included TV and radio and the use of SMS.

The unit is also responsible for maintaining continuous relationships with the media. These were invited to cover various ETC events considered of public interest, while press releases were sent with information on the Corporation's initiatives. Several queries from journalists were also handled, whilst articles were written on ETC's major schemes and initiatives.

During 2011, the Corporation continued to implement various EU-funded projects. Each project had its own marketing campaign awarded through tender which would have been developed with the unit's input. The marketing campaigns were then outsourced to external advertising agencies or consortia. The unit continuously liaised with the selected agencies to ensure that the message portrayed was in line with the Corporation's overall objectives and that the campaigns adhered to the established terms of reference and tender obligations.

Profile of Trainees Attending ETC Training Programmes – Malta Financial Year January 2011 - December 2011

Training Programme Title	Total Number of Trainees	Gender		Age Groups			
		Males	Females	16 - 24	25 - 39	40 - 54	55
Basic Skills							
Cavetta Pre-Level 1	67	66	1	2	15	37	13
Compiling A Cv	32	9	23	10	11	11	0
Digital Literacy Curriculum	396	210	186	86	75	134	101
English For Foreigners	60	36	24	19	28	10	3
English For Foreigners Basic	18	8	10	3	9	5	1
Literacy English Level 1	56	40	16	31	19	4	2
Literacy English Level 2	41	36	5	22	11	8	0
Literacy English Level 3	24	11	13	24	0	0	0
Literacy English Level 4	10	4	6	10	0	0	0
Literacy Maltese Mod. 1	90	79	11	32	26	25	7
Literacy Maltese Mod. 2	57	47	10	17	13	24	3
Literacy Maltese Mod. 3	37	22	15	28	3	4	2
Literacy Maltese Mod. 4	33	14	19	16	13	3	1
Literacy Maltese Mod. 5	15	5	10	8	7	0	0
Literacy Maltese Mod. 6	7	4	3	7	0	0	0
Maltese For Foreigners	43	23	20	7	20	12	4
Maltese For Foreigners Basic	7	5	2	1	2	4	0
Numeracy Level 1	22	11	11	22	0	0	0
Numeracy Level 2	26	15	11	26	0	0	0
Numeracy Level 3	13	6	7	13	0	0	0
Numeracy Skills	53	29	24	50	2	1	0
Prep For A Job Interview For Occupationa	24	6	18	5	8	10	1
Women For Employment	35	0	35	0	11	23	1
Sub Total	1166	686	480	439	273	315	139
Job Skills							
Job Club	396	334	62	42	151	171	32
Job Search Seminar	2019	1548	471	432	602	751	234
Job Skills	1132	951	181	163	344	455	170
Sub Total	3547	2833	714	637	1097	1377	436

Training Programme Title	Total	Gender		Age Groups			
		Number of Trainees	Males	Females	16 - 24	25 - 39	40 - 54

IT Related

Adv. I.T. A+ Pc Technician	107	93	14	36	42	22	7
Advanced ECDL - Access	47	19	28	24	13	8	2
Advanced ECDL - Excel	130	65	65	36	59	29	6
Advanced ECDL - Powerpoint	24	8	16	12	4	7	1
Advanced ECDL- Word	25	10	15	13	9	3	0
ECDL 6 - Presentation (Powerpoint)	14	9	5	1	6	6	1
ECDL Modules 1 - 7 (Whole Course)	76	45	31	17	45	13	1
ECDL Modules 1, 5, 6 And 7	152	81	71	40	60	41	11
ECDL Modules 2, 3 And 4	586	286	300	172	201	158	55
ICT For All	69	22	47	0	9	24	36
Sage Level 2	16	5	11	11	4	0	1
Sage Line 50 Level 1	81	23	58	39	23	12	7
Basic Web Design	78	50	28	25	30	18	5
Sub Total	1405	716	689	426	505	341	133

Office Related

Advanced Business Accounting	21	6	15	7	11	1	2
Basic Concepts In Freight And Shipping	11	7	4	6	4	1	0
Basic Sales Techniques	228	104	124	99	69	50	10
Business Accounting - Leading To O Level	33	9	24	10	13	9	1
Call Centre Agent	42	15	27	14	14	8	6
Customs Procedures, Regulations	8	8	0	1	4	3	0
Electronic Air Fares Systems (Travel)	26	4	22	10	8	7	1
Freight And Shipping	77	49	28	21	32	16	8
Marketing	29	11	18	11	12	6	0
Office Level 1	126	27	99	73	31	15	7
Office Level 2	23	3	20	13	5	4	1
Payroll	80	17	63	25	37	13	5
Payroll For Etc Staff	12	3	9	5	7	0	0
Storekeeping Skills	200	191	9	64	83	38	15
Telephone Skills And Customer Care	21	2	19	3	3	12	3
Travel Agency And Airlines	67	10	57	25	26	15	1
Sub Total	1004	466	538	387	359	198	60

Training Programme Title	Total	Gender		Age Groups			
		Number of Trainees	Males	Females	16 - 24	25 - 39	40 - 54

Hospitality

ITS - Basic Reception Oper & Services	41	9	32	15	15	11	0
ITS - Intermediate Pastry & Baking	11	7	4	2	4	5	0
ITS - Intermediate Reception Op & Serv	10	5	5	1	2	6	1
ITS-Accommodation Operations Lvl 1	13	0	13	0	5	5	3
ITS-Food Handling B	47	28	19	35	8	4	0
ITS-Food Prep & Culinary Arts Lvl 2	2	1	1	0	0	2	0
ITS-Food Service Certificate	25	12	13	5	8	11	1
Food Handlers A	206	142	64	98	55	32	21
Food Handlers B	2946	1669	1277	1272	796	668	210
Food Handlers B In English	71	45	26	11	35	18	7
Sub Total	3372	1918	1454	1439	928	762	243

General

Customer Care	174	39	135	65	46	49	14
Dangerous Goods Driver	92	92	0	12	46	27	7
Private Guards	298	242	56	68	83	111	36
Private Guards Refresher 2011	414	346	68	32	133	181	68
Basic First Aid	385	203	182	91	164	94	36
Health And Safety	82	58	24	14	24	36	8
Local Wardens Refresher 2011	5	5	0	0	3	1	1
TEFL	150	48	102	73	36	29	12
TELT	29	12	17	9	9	8	3
Train The Trainer	61	40	21	5	22	28	6
Training 4 Ltrs - Living/Working In Malta	32	16	16	0	21	9	2
Training For Carers	21	3	18	2	4	10	5
Training For Ltrs - Assessment English	31	13	18	0	22	7	2
Transport Malta Customer Care	323	282	41	51	120	107	45
VRT Testers - Class iii	8	8	0	2	3	2	1
Sub Total	2105	1407	698	424	736	699	246

Training Programme Title	Total	Gender		Age Groups			
	Number of Trainees	Males	Females	16 - 24	25 - 39	40 - 54	55

Trade

Basic Plumbing	83	83	0	22	32	25	4
Carpentry & Joinery	58	52	6	14	20	10	14
Domestic Installations Licence A	58	55	3	23	23	9	3
Electrician's Mate (Basic) (C&G)	39	38	1	15	13	7	4
Electronics Engineering	53	45	8	17	16	14	6
Foundation Course For License A	29	29	0	4	18	5	2
Foundation Crs In Pneumatics & Hydraulics	18	17	1	2	13	3	0
Gardening & Landscaping	64	62	2	8	21	27	8
Lifts Install and Commissioning Level 1	24	24	0	5	9	7	3
Metal Machining	25	25	0	9	9	3	4
Plastering Including Graffiato	38	38	0	6	21	10	1
Refrigeration & Ac	68	68	0	14	21	22	11
Spray Painting (Wood)	16	15	1	4	7	2	3
Stone Mason and Bricklaying	21	21	0	1	16	1	3
Tile Laying (Wall & Floor Tiles)	47	47	0	8	29	10	0
Vehicle Spray-Painting	48	45	3	32	11	3	2
Welding - Introductory Course	111	111	0	42	45	22	2
Welding - Level 2 Mma	25	25	0	13	5	6	1
Sub Total	825	800	25	239	329	186	71

Management and Development

First Line Management	44	21	23	10	20	13	1
Leadership And Supervisory Skills	45	7	38	7	12	23	3
Leadership Development	50	29	21	9	27	11	3
Project Management	49	34	15	2	26	20	1
Time Management	28	15	13	5	9	13	1
Sbm - Business Planning	12	7	5	1	6	5	0
Sbm - Legal Aspects For Sme	7	4	3	2	2	1	2
Sbm - Managing Change	37	21	16	4	14	17	2
Sbm - Managing Finance	25	8	17	4	16	5	0
Sbm - Managing Markets	15	11	4	1	9	3	2
Sbm - Managing Operations	26	14	12	5	12	8	1
Sbm - Managing People	38	22	16	5	21	11	1
Sbm - Managing Time	18	10	8	2	11	4	1
Sbm - Negotiating Skills	14	5	9	3	6	5	0
Sbm - What Is Business?	9	5	4	4	3	2	0
Sub Total	417	213	204	64	194	141	18

Care Workers

Care Workers Elderly	52	13	39	18	14	18	2
Child Care	30	0	30	8	12	9	1
Sub Total	82	13	69	26	26	27	3

MALTA TOTAL	13923	9052	4871	4081	4447	4046	1349
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Profile of Trainees Attending ETC Training Programmes – Gozo Financial Year January 2011 - December 2011

Training Programme Title	Total	Gender		Age Groups			
	Number of Trainees	Males	Females	16 - 24	25 - 39	40 - 54	55

Basic Skills

Gozo - Digital Literacy Curriculum	36	10	26	2	7	20	7
Sub Total	36	10	26	2	7	20	7

Job Skills

Gozo - Job Search Seminars	435	269	166	79	153	174	29
Gozo - Job Skills	10	7	3	2	6	1	1
Sub Total	445	276	169	81	159	175	30

IT Related

Gozo - Advanced Ecdl - Database	18	4	14	9	6	3	0
Gozo - Advanced Ecdl - Presentation	13	2	11	5	5	3	0
Gozo - Basic Webdesign	5	2	3	0	3	1	1
Gozo - Ecdl Modules 1, 5, 6, 7	4	2	2	0	3	0	1
Gozo - Ecdl Modules 2,3,4	46	12	34	7	19	15	5
Gozo - Ict for all	138	24	114	0	10	54	74
Gozo - Sage Line 50 Level 1	37	8	29	21	6	8	2
Sub Total	261	54	207	42	52	84	83

Office Related

Gozo - Accounts	11	1	10	3	6	2	0
Sub Total	11	1	10	3	6	2	0

Hospitality

Gozo - Food Handlers B	188	93	95	47	57	63	21
Gozo - Wset (Intermediate Level)	19	15	4	9	9	1	0
Sub Total	207	108	99	56	66	64	21

Training Programme Title	Total Number of Trainees	Gender		Age Groups			
		Males	Females	16 - 24	25 - 39	40 - 54	55
General							
Gozo - Adt Customer Care	54	48	6	8	20	17	9
Gozo - Private Guard Refresher	35	33	2	1	22	9	3
Gozo - Dangerous Goods Driver A	38	37	1	6	21	9	2
Gozo - Dangerous Goods Driver B	6	6	0	0	2	3	1
Gozo - Health & Safety Session	39	37	2	3	18	14	4
Sub Total	172	161	11	18	83	52	19
Business & Management Development							
Sub Total	0	0	0	0	0	0	0
Management & Development							
Sub Total	0	0	0	0	0	0	0
Trade							
Gozo - Welding Basic	17	17	0	9	6	1	1
Sub Total	17	17	0	9	6	1	1
TOTAL GOZO	1149	627	522	211	379	398	161
GRAND TOTAL MALTA AND GOZO	15072	9679	5393	4292	4826	4444	1510

Profile of Trainees Attending ETC Traineeship and Entrepreneurship Schemes Financial Year January 2011 - December 2011

Training Programme Title	Total Number of Trainees	Gender		Age Groups			
		Males	Females	16 - 24	25 - 39	40 - 54	55
Traineeship Scheme							
Trshp - Call Centre Agent	6	3	3	2	2	1	1
Trshp - Electronics Assembly Operators	17	12	5	9	4	3	1
Trshp - Food & Beverage Servicing	13	5	8	5	4	3	1
Trshp - Industrial & Manufacturing Operations	10	8	2	6	4	0	0
Trshp - General Office Procedures & Skills	21	10	11	17	3	1	0
Trshp - Care Workers Elderly	27	7	20	9	5	13	0
Trshp - Veterinary Nursing Assistant	11	7	4	9	1	1	0
Trshp - Office Procedures & Skills	20	8	12	18	2	0	0
GRAND TOTAL	125	60	65	75	25	22	3
Entrepreneurship Scheme							
Started Scheme	41	24	17	5	16	17	3
Mentoring	62	30	32	0	38	24	0
Completed Training	11	5	6	1	3	6	1
Presentation of Business Plan	5	4	1	1	1	3	0
Award of Enterprise Grant	3	3	0	1	0	2	0



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