



ETC



EMPLOYMENT & TRAINING CORPORATION

ANNUAL REPORT

2 0 0 5 - 2 0 0 6

ANNUAL REPORT 2005 – 2006

© Employment and Training Corporation, 2006

This Annual Report covers the Financial Year starting on 1st October 2005 and ending on 30th September 2006.

Reproduction of any part of this Annual Report is authorised provided that the source is clearly acknowledged.

www.etc.gov.mt

CONTENTS

Chairman's Foreword	05
.....	
The Labour Market in 2005/06	07
.....	
Employment Services	10
.....	
Training Services	21
.....	
Promoting Equal Opportunities	27
.....	
EU Affairs and EU Funded Projects	31
.....	
Business Development	37
.....	
Human Resources Management	42
.....	

BOARD OF DIRECTORS



Michael Balzan B.Sc, M.Sc.
Chairman



Peter Diacono
Deputy Chairman



Joseph Camilleri
B.A. (Hons.), PGCE, MQR



Louis Cuschieri
B.A. (History & Philosophy)



Anna Maria Darmanin
B.A. (Hons), M.A. (HRD)



Carmen Delia
B.A. (Hons) Econ., M.A. (Social Studies)



Helga Ellul



Joe Farrugia
B.A. (Hons) Econ., M.A.
(Marketing)



Anton Hili



Ing. Raymond Muscat
M.Sc., C.Eng., M.I.Mech.E



James H. Pearsall
M.Sc Trg & Perf Mgt.,
IEng.(CEI) Dip., Soc. Studies

CHAIRMAN'S FOREWORD



Michael Balzan
Chairman

It is with pleasure that I present this year's Annual Report. It has been a busy year for the Corporation. In addition to the maintenance and improvement of its employment and training schemes and services, the year has seen the full roll-out of European Social Fund projects. These have been successful in assisting various client groups including the long-term unemployed, illiterate clients, persons with disability, trainees in Gozo and employers wishing to establish childcare services at the workplace. This experience has also benefited the Corporation, strengthening administrative capacity in the design, management and monitoring of projects. The Corporation's increased activity has not only been restricted to the Maltese labour market. The ETC EURES service has informed many clients of the living and working conditions in other EU Member States and has enabled a good number of those wishing to work abroad to do so. Furthermore, the employment licence function, assumed in August 2005, is now well-established and, in liaison with relevant stakeholders, has processed thousands of work permit applications in the shortest possible time.

In addition to an extended range of services, the year has also seen the consolidation and improvement of Corporation procedures. An important process has been introduced whereby persons who fail to attend an employment or training initiative prescribed by the Corporation, and who would ordinarily have been removed immediately from the unemployment register, now have the opportunity to present their justification prior to strike-off action. This was intended to render the service more equitable while at the same time ensuring that those registering for work are truly available for work as required in the Code that governs ETC practices. Procedures have also been improved through an evaluation of the ETC placement function which, together with the National Audit Office's report on ETC's matching service, has led to the launch of a number of changes intended to improve the Corporation's service flow.

Efforts have been accelerated this year to better meet employers' needs. An improved electronic matching system has been introduced, and employers' vacancies are now widely promoted among suitable jobseekers through electronic means. Intense promotion activities were carried out with employers, through one-to-one interviews intended to inform employers of all ETC services and to capture their vacancies. Training grants have been simplified and improved, and information about them has been widely disseminated. Feedback received from employers through the National Audit Office survey and through an in-house study suggests a perceived improvement in the ways the Corporation is meeting labour market needs.

The Corporation looks forward to continue to be of service to employers and jobseekers alike and will sustain its momentum in providing innovative and timely schemes and services in the coming year.



The then ETC Chairman, Dr. Robert Tufigno, and Chief Executive Officer, Sue Vella, led a delegation paying a courtesy visit to H.E. the President of Malta, Edward Fenech Adami, in November 2005



H.E. the Archbishop of Malta, Mgr. Joseph Mercieca, visited the ETC in November 2005. He met the Corporation's employees and customers

H.E. the Bishop of Gozo, Mgr. Mario Grech, paid a visit to the ETC Main Office in Gozo where he met both the Corporation's employees and customers



THE LABOUR MARKET IN 2005/2006

This past year has seen a rise in the gainfully occupied population. Recently published data shows that in June 2006, the labour supply exceeded that of June 2005 by 752 persons, of whom 621 were in gainful employment. These gains were made primarily in the areas of business activity, construction and the manufacture of electronic components. Employment in the private sector increased by 3.2 per cent while that in the public sector decreased by 5.1 per cent. Part-time employment also continued to rise, particularly in the fields of real estate, rent and business, wholesale and retail, and hotels and restaurants.



Our customers searching at an ETC Job Centre

With respect to unemployment, in the year under review, this peaked in January 2006 with 7,699 registered jobseekers. However, unemployment was fairly stable at decreased levels in the last five months of the financial year. At end September 2006, there were 7,184 registered unemployed persons (Table I). Men represented 76% of total registered unemployed. Despite the fact that total aggregate unemployment in Malta and Gozo remained stable when comparing September 2005 and 2006, registered unemployment in Gozo continued to increase to reach the figure of 697 persons at end September 2006.

Table I

TOTAL UNEMPLOYMENT BY GENDER (MALTA AND GOZO - PARTS I & 2)

	Sep-02	Sep-03	Sep-04	Sep-05	Sep-06
Males	6,074	6,265	6,505	5,571	5,472
Females	1,446	1,677	1,635	1,639	1,712
Total	7,520	7,942	8,140	7,210	7,184

Table 2 shows a breakdown of the registered unemployed by age group. Youth unemployment (registered unemployed in the 16 to 24 age bracket) stood at 2,190 persons at end September 2006, representing 30% of the total registered unemployed.

Table 2

UNEMPLOYMENT ANALYSED BY AGE GROUP (PARTS 1 & 2)

Age Group	Sep-02	Sep-03	Sep-04	Sep-05	Sep-06
16 - 19 years	1,211	1,184	1,050	925	953
20 - 29 years	2,078	2,330	2,354	2,128	2,103
30 - 39 years	1,473	1,514	1,581	1,434	1,451
40 - 49 years	1,668	1,816	1,819	1,529	1,502
50 years & over	1,090	1,098	1,336	1,194	1,175

42% of the registered unemployed are considered as long-term unemployed. Youth are considered to be long-term unemployed if they have been on the register for more than six months while for adults, they will be categorised as such if their duration on the register exceeds twelve months.

Table 3

UNEMPLOYMENT: DURATION OF REGISTRATION (PARTS 1 & 2)

Weeks	Sep-02	Sep-03	Sep-04	Sep-05	Sep-06
0 - 8 weeks	1,882	2,277	2,041	1,845	1,726
9 - 16 weeks	905	1,160	1,020	973	1,009
17 - 24 weeks	575	601	687	587	569
25 - 52 weeks	1,206	1,097	1,479	1,104	1,309
53 weeks & over	2,952	2,807	2,913	2,701	2,571

Table 4 shows the occupational preferences of the registered unemployed. While the majority of registered jobseekers opted for manual occupations, the trend of the previous year continued with an increase in the number of jobseekers opting for clerical, technical and professional occupations.

Table 4

OCCUPATIONAL PREFERENCES OF THE UNEMPLOYED

Occupational Group	September 2005			September 2006		
	Males	Females	Total	Males	Females	Total
Manual						
Construction workers	591	0	591	558	0	558
Metal workers	274	0	274	276	0	276
Wood workers	0	0	0	0	0	0
Printers	25	0	25	14	0	14
Machine operators	315	64	379	335	170	505
Other manufacturing workers	578	35	613	485	49	534
Catering trades	302	53	355	221	36	257
Cleaners/maids	501	108	609	417	135	552
Drivers/delivery persons	498	0	498	449	4	453
Other service workers	368	117	485	500	120	620
Labourers	393	152	545	282	78	360
Agriculture workers	193	1	194	216	1	217
Other manual workers	368	117	485	500	120	620
Non-Manual						
Cashiers/ticketing clerks	17	141	158	32	169	201
Data entry operators	125	167	292	136	162	298
Storekeepers	147	3	150	154	2	156
Receptionists	82	128	210	79	106	185
Other clerical workers	115	192	307	150	202	352
Supervisory workers	37	1	38	30	2	32
Film stage/actors/directors	108	8	116	203	9	212
Sales representatives	222	78	300	239	78	317
Sales workers	201	208	409	164	180	344
Technicians	58	0	58	77	1	78
Managers	143	65	208	152	48	200
Other technical & professional	278	118	396	303	160	463

EMPLOYMENT SERVICES

With respect to its Employment Service function, this past year the Corporation has sought to consolidate the improved service flow introduced in the previous year and to increase the take-up of its services. This has involved efforts to increase the capture of vacancies as well as the take-up of employment schemes. All the long-term unemployed have now been profiled, with a view to improve job matching. ETC has intervened on various occasions of collective redundancies, liaising with the Department of Social Security to offer jobseekers a one-stop registration service upon redundancy and to offer them various services which would assist them in their efforts to obtain a new employment.

JOB VACANCIES AND PLACEMENTS

During this financial year, the Employment Services Division increased its efforts to obtain more job vacancies in order to be able to offer broader options to jobseekers. In fact, through this exercise, a total of 8,738 job vacancies were registered, of which 211 were in Gozo. This represents a 16 per cent increase on the previous year. This increase was mainly due to increased promotional efforts, increased contacts with employers, and requiring employers applying for work permits for foreigners to have the vacancy to notify their vacancies to ETC.

A combined job fair and seminar was organised for employers, with particular emphasis on employers who never used ETC services. During the seminar, ETC services were explained while the job fair provided facilities to employers that participated to promote their vacancies with attendees. More than 400 persons visited this job fair. In addition, a number of job fairs and open days were organised at the ETC Job Centres. Companies were offered the facility to use these premises, absolutely free of charge, to promote their job vacancies. Advertising costs for the event were absorbed by ETC so that the companies involved would not incur any expenses which might deter them from organising such activities.



The Job Fair where local employers were given the opportunity to showcase their vacancies to the public.

Employment Advisors have carried out several recruitment exercises with employers throughout the year. This practice has served to improve the ETC matching service and enabling the employer to find the best suitable candidates for the vacant posts. The employers could make use of the Corporation’s facilities to carry out interviews. An employment advisor is present for the interviews.

Table 5

JOB VACANCIES AND PLACEMENTS

	2001-2	2002-3	2003-4	2004-5	2005-6
Job vacancies	7,020	7,548	6,798	7,531	8,738
Submissions	,924	104,541	76,151	77,578	74,200
Placements	3,162	3,416	3,330	4,568	3,363
Placement to vacancies ratio	45%	45%	49%	61%	38%
Placements					
Private	2,311	2,302	2,801	3,279	2,358
Public	851	1,114	529	1,289	1,005

During the last twelve months, 3,363 persons were placed in employment (Table 5). Of these, 76 were placed in Gozo by the ETC Gozo Branch. As may be noted, throughout this financial year less clients were placed in employment compared with the previous year. ETC is increasing the facilities available for jobseekers to enable them to access available vacancies and to prompt them when vacancies suitable to them are notified to the Corporation. However, whenever jobs are found by jobseekers through such ETC services, as the display of vacancies on its website, the SMS and Email vacancies notifications, and the use of touch screen job banks, these matches are not being captured and added to the ETC job placement figures. The placement figure is therefore understated, a significant reason for which is the increased use of electronic notification of vacancies aiming at greater client convenience. Customer surveys will soon be introduced in order to provide a more realistic picture of the Corporation’s success in assisting persons to find a job.

EMPLOYMENT ADVISORY SERVICES

During this year, 2,512 profile interviews and 7,111 general interviews were conducted by the ETC employment advisors in Malta while 2,195 personal action plans were drawn up by them in agreement with jobseekers. The ETC Gozo Branch conducted 676 profiling interviews and 1,198 follow-up general interviews. A working procedures manual for employment advisors was issued to guide them in providing consistent and reliable service to our clients to win their trust and hence obtain effective results.

Around 2,500 long-term unemployed were called for a compulsory interview during which they were asked to apply for two ETC training courses to improve their skills and chances of securing employment. Those who failed to attend such interviews were asked to justify their absence. In March 2006, ETC introduced the pre-strike off 'Objection Process', whereby a client is notified of ETC's intention to strike him or her off the unemployment register for having failed to attend an employment or training service. The client may object in writing within fifteen days, providing justification for his or her failure to attend. Such objections are considered by the Management and a decision is taken accordingly. Those thought to be unjustified were, in accordance with prevailing employment service regulations, struck off the register.



Professional advisory services to our clients

As in previous years, the Corporation participated in daily sessions held by the Guidance and Counselling Unit for Form 4 and Form 5 students. During these sessions, information on ETC services is provided, as well as guidance on drawing up, writing, and sending a CV, attending for a job interview and information on work values.

JOB SEARCH SEMINARS AND JOB CLUBS

Job Search Seminars were organised throughout the entire year for first time registrants. 1,391 persons attended for these Job Search Seminars. The same Job Search Seminar was held for foreign jobseekers who do not speak Maltese. Further training was offered to Job Club leaders and Job Search Seminar leaders.

Job Clubs were held in a number of localities. The sessions, spread over six weeks, were provided to young and adult jobseekers. The aim was to help participants become more employable by enhancing their personal and social skills, as well as their job searching skills. 408 youth and 196 adults attended these Job Clubs. In the meantime, the Job Club Manual is being updated so as to include new topics which are relevant to the individual and to the

world of work. Such new topics include communication skills, equality issues and thinking skills. The Job Club sessions helped a number of participants to find employment, as the individuals developed stronger personal and job searching skills. Contacts with employers were also made.

YOUTH INITIATIVES

A series of Motivation Seminars were held with the intention of increasing registrants' motivation to find employment. Those for youths were spread over a three day live-in experience. During this time, apart from having several sessions on job motivation, work ethics, work values and self-preservation skills, participants were helped to develop their teambuilding and interpersonal skills through various team-based exercises. ETC services were explained to them. In addition, guest speakers were invited to discuss what employers expect from prospective employees. One-day Motivation Seminars for adults were held to provide the same skills.



A group of young people were engaged on a programme that involved doing voluntary work in Austria. This proved to be a unique experience for all those involved when considering that such opportunities for the unemployed youth are not so common.

THE TAKE-UP OF OUR SCHEMES

Employment schemes have proved an effective means of assisting with the re-integration of unemployed persons. A number of schemes have been implemented during this financial year.

Job Experience Scheme

This scheme was used extensively during the period under review to provide work experience for school leavers and for those who have not yet worked in their preferred occupation. 310 registered unemployed youth participated in this scheme, 57% of whom were women. Participants obtained work experience in such areas as clerical and reception work, retailing and storekeeping.

Work Start Scheme

When launched, this scheme was primarily aimed at providing work experience to women who either never worked before or who have been absent from the labour market for at last five years. Out of the thirty seven persons enrolled in the Work Start Scheme, thirty one were women. The occupational areas in which they obtained work experience included clerical work, care of the elderly and gardening.

Active Youth Scheme

Although this scheme was recently launched, it has proven a big success. One hundred and thirteen young persons between the age of 16 and 24, who have been registering for at least 6 months, and were willing to help in the service of the community, benefited from this scheme. They obtained work experience and learned new skills while undertaking projects with NGO's, religious and cultural organisations for the benefit of the entire community. Projects varied from refurbishment work on church premises to caring for children and older people.

Redeployment Scheme

Employees of companies which closed down operations were assisted by the Corporation through special arrangements to make registration and job seeking easier for them. This on-site programme included a profiling exercise of the employees. These workers were also referred to ETC courses. All employees were offered a Fast Track Registration process to eliminate difficulties as much as possible.

During the last financial year, 127 persons who experienced collective redundancy benefited from this scheme and were re-integrated back into employment, thus avoiding the need to register for work.

Employment Training Placement Scheme

Through this scheme, 69 persons were integrated in employment, of which 40 were long term unemployed, that is, having been on the unemployment register for twelve months or more.



Promotional publications on the Employment Schemes

IMPROVING OUR EMPLOYMENT SERVICES TO BENEFIT JOBSEEKERS

New process flow

In 2006, the ETC's service process flow was evaluated in depth by the ETC Monitoring and Evaluation Unit together with the Employment Services Division. Also during this year, the National Audit Office conducted an evaluation of the ETC job matching service. Recommendations in the NAO report included the improvement of the ETC matching service through a more consistent and structured frontline service to employers and job seekers; the consolidation of internal processes; a more rapid training of clients; and the professional training of staff.

In order to address the identified areas for improvement, a number of changes are being introduced to the process flow to obtain the following benefits:

1. To increase the ETC placement of jobseekers in employment;
2. To increase the number of low-skilled jobseekers who undergo training in basic skills;
3. To ensure that a personal action plan is jointly drawn up and agreed to with every jobseeker within a given time frame;
4. To increase the number of disadvantaged jobseekers who are put on active measures every year;
5. To increase the proportion of long-term unemployed on active measures.



Decentralisation of registration

When registrants lapse their registration (that is, failing to renew their registration once a week at a given time), they are now able to resume their registration by going to their regional Job Centre rather than travelling to and from Hal Far. This improvement was welcomed by our clients and in the coming months we will continue to bring our services much closer to our customers by using the Job Centre facilities already available.

Literacy tests

A new initiative was introduced this year. On the first day of their registration, all registrants were asked to undergo a literacy test to gauge their literacy level. When registrants are found to be illiterate, or nearly illiterate, they are immediately referred to the ETC literacy programmes. Persons with adequate literacy levels are encouraged to join an IT programme in order to enhance their IT skills.

New objection process

As referred to above, a new system allowing for clients' views to be considered prior to strike-off was implemented. Clients who for some reason fail to attend an ETC employment or training measure are being informed that they may be struck-off the unemployment register unless they provide a valid reason in writing together with supporting evidence. The client's feedback is then examined and a decision is taken as to whether to strike-off that person or otherwise. Since the new system was introduced, 1,209 objections were received. Of these 62 per cent were found not to be justified and strike-off action was taken. Clients who are struck-off, are informed of their right to appeal to the National Employment Authority for their case to be considered.

Stand-alone computers

Following the refurbishment of the Valletta Job Centre, a number of stand-alone computers were installed at this centre to be used by job seekers who visit the centre and who may need to type CV's, application letters, or even to access the ETC website for any information they might need. Clients' feedback to date is positive and suggests that this initiative is especially useful for those individuals who do not have access to internet from their homes, or who do not own a computer.

Clients' CV

As from this year, on the first day of registration, ETC clients are being furnished with their own CV, based on the European format, produced from the information they provide to ETC.

Daily automailer

This is an innovative daily service which is provided free of charge to persons seeking employment who have access to email. Through this system, jobseekers receive updated information on the current vacancies on the market. The daily online information includes vacancies that are notified to ETC, vacancies that appear on local newspapers as well as EURES vacancies.

Job search DVD

This year saw the launching of the DVD ***Ghajnuna Sabiex Issib ix-Xoghol***. The DVD aims to assist jobseekers in looking for a job, writing a CV and a letter of application and preparing on how to present themselves for a job interview. The DVD is free of charge and is offered to all first time registrants and Job Club participants.

Career paths

An innovative exercise was carried out during this year between the ETC, the University of Malta, the Guidance and Counselling Unit and the European Union Programmes Unit of the Education Division, the Institute of Tourism Studies and MCAST to draw up 100 different career paths. The idea is to chart the path that a person should embark on to take up a particular career. During intensive fieldwork, interviews with various employers and employees were held eliciting the relevant information. Results are envisaged to be ready by the end of 2006.

Promotion of ETC services

During this financial year, the promotion of our services was accelerated. Five promoters undertook one-to-one interviews with employers, informing them of all ETC services and obtaining new vacancies from them.

Information sessions

In collaboration with Malta Enterprise, the Department of Social Security, MCAST, the Institute of Tourism Studies and APEX, various informative sessions were held with the aim of disseminating information about services, schemes, projects and courses that these institutions offer. The main scope was to encourage participants to take up new initiatives, including the setting up of new co-operatives. A good number of unemployed attended these sessions and even applied for the services and courses.

Clients' forum

A clients' forum for HR Managers and Directors working in public sector organisations was held to explain and discuss the recruitment process as stipulated in the Employment and Training Services Act, 1990. The seminar was organised in conjunction with the Public Sector Resourcing Directorate of the Office of the Prime Minister.

Older workers initiatives

The annual older workers campaign was held during the month of November 2005. The aim of the campaign was to encourage employers to engage the unemployed aged 40 and over. In the meantime, a new section was created on the ETC website for this purpose. Two motivational seminars for the over 40's were held in January and February. The discussions in both seminars were aimed to motivate and encourage our older customers on returning to the labour market.



The seminar which discussed the opportunities and challenges faced by those aged 40 and over



ENABLING WORKERS MOBILITY – EURES SERVICES

Throughout this financial year, the EURES team was further strengthened through the engagement of two full time advisors funded under the EURES allocation to Malta. Approximately 200 persons made contact with EURES advisors every month. They were provided with information on the living and working conditions in other European countries as well as on how to search for vacancies in these countries.

The EURES team is continuously looking out for possible collaboration, particularly with stakeholders outside the Corporation. A Job Fair and a EURES Fair were held to promote vacancies within EU member states. Attendance at this fair was quite encouraging. EURES services were also promoted during the Careers Convention organised by the *Kunsill Studenti Universitarji* (KSU) at the University of Malta, the Europe Close to You fair and the annual National Youth Day.



A EURES Information Meeting during the Careers Convention on Campus

A seminar for all guidance teachers was organised with the aim of informing them of the facilities provided by the EURES Office. Teachers were briefed about EURES services and particularly about the vacancy opportunities in the European Union. The Head of EURES was also invited for this event. To commemorate the day, a touch screen Job Bank was donated to MCAST and to the University to Malta for the use of their students.



CEO Sue Vella presenting the EURES Job Banks to the University of Malta & MCAST



A seminar for Guidance Teachers organised by EURES

During the financial year, EURES services were explained to groups of registered jobseekers. A pilot project was undertaken, targeted at those in forms four and five who have dropped out of school or who were most frequently absent in order to re-engage them in the learning process and give them a new perspective on Europe. The project was a collaborative effort

between a number of social partners working on a community and national level. The project targeted two area secondary schools. The selected schools are situated in an area where the incidence of school dropouts and absenteeism are considered to be problematic.

On several occasions, foreign employers have contacted the Maltese EURES Office for possible recruitment of Maltese workers. The EURES team assists these potential employers by helping them find the appropriate people, providing adequate space where they can conduct interviews and assisting in any other way necessary. Throughout the year, members of the EURES team attended several meetings abroad, which included training sessions, technical meetings and participation in activities organised by other countries.



Chairman Michael Balzan at the EURES Job Fair



Malta participated in the First European Job Fair organised by EURES

Eures is always on the lookout for collaboration activities especially outside the boundaries of the Corporation. Throughout the year, several meetings were organised with local private employment agencies. A seminar for private employment agencies was also held. The ETC and private employment agencies are working together to provide a more efficient service to persons looking for work.



A seminar on the collaboration between public & private employment agencies was held

EMPLOYMENT LICENCES

In August 2005, the ETC took over the responsibility for issuing the employment licences of foreigners. During this financial year, the Corporation processed 7,094 applications for work permits, of which 6,750 were positively considered. Out of the 6,093 employment licences which were still active at the end of the financial year, 3,087 were granted automatically (2,223 to EU citizens, 701 to persons with temporary humanitarian protection, 80 to asylum

seekers, 72 to refugees and 11 to third country nationals dependent on EU citizens). A further 3,006 work permits were issued to third country nationals. The most common occupations for which employment licences were granted were occupations in which there was a shortage in the local labour market, or positions of trust.

LAW COMPLIANCE

The number of persons who were removed from the unemployment register, in the financial year under review, amounted to 1,543 (Table 6). The number of law infringements identified exceeded the number of last year. Although the number of persons found working and registering is less than last year, one can note that the number of persons found on the place of work without the necessary employment documentation, and the number of foreigners found working illegally, increased.

Table 6

LAW COMPLIANCE

	2001-2	2002-3	2003-4	2004-5	2005-6
NUMBER OF INFRINGEMENTS BY CATEGORY					
Working and registering	373	215	408	334	219
Employment of minors	6	11	10	30	20
Employment of foreigners	46	96	70	71	195
Employment not reported to ETC	1,191	1,316	814	1,643	1,831
Total	1,616	1,638	1,302	2,078	2,265
LAW ENFORCEMENT ACTIVITIES					
Total strike-offs	1,205	914	1,323	2,142	1,543
Total appeals to NEA	808	762	881	777	746
Appeals upheld	315	270	335	184	224
Percentage of cases upheld	39%	35%	38%	24%	30%
Number of inspections	5,623	4,359	2,790	3,850	5,144
Number of infringements	1,616	1,638	1,302	2,078	2,265

TRAINING SERVICES

The operations of the Training Services Division were this year characterised by the initiation of a number of projects partly funded by the European Social Fund. In addition, construction work on the European Regional Development Fund project, involving the extension of the ETC Skills Development Centre has initiated. This should be operational in early 2007 and will enable the Corporation to increase its training output, thereby meeting the needs of the labour market and the recommendations in the National Audit Office report.

During this operational year, the Division introduced a number of new mainstream programmes and new apprenticeship callings that were prompted by - and designed in collaboration with - employers. The Training Services Division was also directly involved in an exercise to re-train persons following the closure of large companies, and in the delivery of training programmes that were organised to meet the training needs of particular client groups.

MAINSTREAM COURSES

During this operational year, the Corporation celebrated its 60,000th and 60,001st participant in mainstream courses. ETC programmes have been promoted amongst those seeking employment, persons in employment interested in upgrading their skills, women returning to the labour market, persons with special needs and youth entering the labour market for



The ETC is organising various **Call Centre Courses** in which the following modules will be taught:

- English Pronunciation and Conversation Skills
- Call Centre Operations
- Customer Service Skills
- Teamwork and Problem Solving
- I.T. & Call Centre Technology

CALL CENTRE COURSES

The course is 60 hours long and is free of charge. A test is held at the end of the course and a certificate of achievement is issued by the ETC. Those wishing to attend should be fluent in spoken English. To apply or to clarify any queries, one may phone on 22201612 or 22201614 or send an email to charmainec@etc.org.mt.




The advert promoting the Call Centre Courses

the first time. Some new programmes were earmarked for particular client groups as was the case with the youth in institutional care, refugees and asylum seekers.

The number of participants in ETC courses amounted to 6,763, of which 4,724 were males and 2,039 females. The percentage of the registering unemployed was 76%. The number of persons trained in Gozo increased to 748.

The number of courses on offer was also increased while further developments were made with respect to the type and quality of courses available. The Division is striving to provide more programmes that lead to recognised certification. Some of these programmes introduced this year included the Advanced ECDL, Formwork erecting / Steel fixing, Basic Welding, and Handling of portable hand tools (complementary to basic electricity and plumbing).

In line with public procurement regulations calls for services and calls for tenders were issued for the provision of training services. This shift has brought about a decrease in the number of employees directly employed with the Corporation and a shortening of the timeframes to start new training programmes.

A number of new training programmes were introduced during this financial year to make up for the skills shortages that were indicated by new and established employers. One such programme was the Call Centre Course, a training programme of 60 hours that provides training in Customer Care, Telephone Techniques, English Conversation and Pronunciation skills and Call Centre Operations. The objective of this programme was to train people willing to work as call centre agents.

Courses providing learners with competences for the hospitality industry were organised with the support of the Institute of Tourism Studies. An aquablasting course was held in collaboration with Malta Shipyards. A training programme in Lift Installation and Maintenance, for which the Corporation has sought the accreditation of TUV Academy of Austria, was designed following talks with the Malta Lifts Association.



The ETC Aquablasting Course at Malta Shipyards

The ETC was entrusted with the task of offering immediate assistance to those employees who were faced with mass redundancy. The Corporation's staff were mobilised to arrange for a large number of courses to be put on offer and to start with immediate effect without disrupting courses that had already been scheduled for other clients. This effort proved to be successful amongst a large number of redundant employees, who applied to participate in ETC programmes ever during their probationary period. Some of the

programmes attended were the Private Guards course, Bus Drivers course, Job Seeking Skills training and other trade and non-trade courses.

The ETC, with the collaboration of INTEGRA Foundation organised a programme for refugees. The programme consisted of training in active citizenship, orientation to Maltese culture and to the Maltese labour market and employment and job seeking skills. Twenty six trainees successfully completed the training programme which is due to be repeated next year. Support for refugees was also provided through the EQUAL project - Integration of Asylum Seekers within Maltese Society. The ETC has been entrusted with the provision of English Literacy programmes. English language lessons were delivered to asylum seekers at four different levels - Pre-Elementary, Elementary, Intermediate and Advanced Literacy. This project was undertaken in collaboration with the Red Cross Society and the Reggie Miller Foundation (GWU).

The Training Services Division has this year supported the Housing Authority in its execution of the EQUAL programme for Youths in Institutional Care - a project co-funded by the EU to provide basic and advanced vocational training to those youth who are currently in institutional care and who do not have the resources to attend such training without financial and social help. The ETC addressed the training needs so that clients, identified by the Housing Authority, obtain the necessary skills required by them to find and retain employment. The Housing Authority assisted the selected clients with adequate housing.

The Training Services Division has this year negotiated with *Kumpless Access* at Birgu to make use of a computer lab (CTLC) for a number of hours a week. Through the intervention of the Corporation, the Centre has also obtained the necessary accreditation by the Malta Computer Society as an ETC satellite centre for ECDL training. This allowed the Corporation to start giving Equalskills Computer courses at *Kumpless Access*.

A number of courses on literacy for employment were held throughout the year, most of which formed part of the ESF 18 programme. The courses were held in various localities to suit our clients' needs. Throughout the year, 89 literacy courses were held most of which at Module 1 and Module 2 level. 17 courses were held in English Literacy. Interviews for clients applying for literacy courses were held on a one-to-one basis to enable the ETC to place each client in sessions pertaining to their individual literacy levels. The programme with Paolo Freire Institute continued this year.

NIGHT INSTITUTE FOR FURTHER TECHNICAL EDUCATION (NIFTE)

NIFTE was initially promoted as a means of assisting those in employment occupying technical posts to obtain the theoretical knowledge required to become more proficient. Through NIFTE, the Corporation strives to provide training solutions to support employers' ever-changing business needs. Industry-experienced practitioners apply theory to practice while delivering training. 2,006 persons were trained through NIFTE courses in the year under review, of which 862 were registered jobseekers.

The ETC has applied with City & Guilds of London so that it can be recognised and accredited as a C&G Training and Testing Centre, making it possible for ETC to organise and administer City and Guilds courses. A similar application was submitted to the Computer Society of Malta so that our Centre will offer the Advanced ECDL Testing. This was accepted and Advanced ECDL training and testing were initiated during this financial year.

TRAINING GRANTS SCHEMES

The eligibility criteria for the Training Subsidy Scheme were extended to include the self-employed and all persons employed in enterprises employing 20 employees or less. Marketing the Training Subsidy Scheme, included meetings with constituted bodies, private and government training providers, local councils and Malta Enterprise officials at the Business Incubation Centre. In addition to this, personalised mail shots were sent to over 1,500 eligible persons while a new brochure was produced in Maltese and English. Twenty persons benefited from the Training Subsidy Scheme this year with the total grants paid amounting to LMI,763.

A number of actions were taken to promote the training grants under the Business Promotion Act (Regulation 14) among new employers and to make the grants more user-friendly. A mail shot was sent to eligible enterprises which have not participated and to past participants inviting them to make use of the grants. A new brochure was designed and developed to market the scheme. Monthly mail shots were sent to all those using this scheme so as to keep them informed of the scheme conditions and regulations. Work was also initiated on a manual for enterprises using the grants. Work on the new software for new payment parameters was also started. During this financial year discussions were held with Malta Enterprise officials to analyse and revise the present payment system. To this effect, a new legal notice and new policies were introduced designed to improve the attractiveness of this scheme and to facilitate take-up. Part-time workers and workers employed on a definite contract are now being considered as final beneficiaries provided certain conditions are met.

Payments for applications pertaining to training delivered in 2005 and part of 2006 were made. The grants paid to-date are shown in Table 7. The total number of employers benefiting from the grants to date amounts to 61 while the number of eligible participants is 1,118.

Table 7

TRAINING GRANTS

	2004	2005	2006
Number of organisations	37	39	14
Number of applications submitted	449	95	24
Trainees submitted	1963	284	49
Trainees eligible	882	201	35
Total grants issued	86,651.34	52,755.23	28,453.30

APPRENTICESHIP SCHEMES

During the year under review, the intake of apprentices stood at 294. 141 were accepted under the Extended Skill Training Scheme and a further 153 under the Technician Apprenticeship Scheme. The total number of apprentices in both schemes currently stands at 792, with 324 apprentices within the Extended Skill Training Scheme and 468 in the Technician Apprenticeship Scheme. Female participation in both Schemes stands at 11% of the total population, an increase of 1% on the previous year.



Minister Louis Galea presenting the Journeyman's Certificate to one of the successful apprentices

Efforts were made to find and secure training placements for all apprentices. This included mail-shots, personal visits by ETC officials to employers' establishments and a promotional campaign on the local media and with the use of billboards. During this year, 324 apprentices were assisted to find a training placement with an employer, of whom 28 were Gozitans and placed in Gozo. Apart from obtaining training placements, the Corporation had to ensure that apprentices were receiving training related to their line of calling and that their conditions of work were in line with the law. To achieve this objective, the Corporation's training placement executives carried out more than 753 monitoring visits in Malta and Gozo. Visits were held both at the vocational educational institutions and at employers' establishments.

Meetings were held on various occasions with MCAST and ITS, constituted bodies and employers. As a result a number of new callings were introduced while others were proposed to VET institutions by the ETC. The new callings introduced and/or proposed during this operational year included: Restaurant Operations (in collaboration with ITS), Operations Engineering, Laboratory Technologists and Telecommunications Technicians. Meetings were also held with authorities from the Health Sector (Mater Dei Hospital) and Malta Shipyards, together with a number of other employers from the private sector to identify their human resources needs.

During the financial year, the Apprenticeship Section has collaborated with MCAST and the Parliamentary Secretariat for Small Businesses to send 51 apprentices on exchange visits in Europe, through the EU Leonardo Programme. The same Programme was used by ETC to send its own staff to Germany to study the German apprenticeship system.

TRADE TESTING

The Division assisted in the Trade Testing of around 217 apprentices and 73 non-apprentices. The trade-testing of apprentices was held on completion of their apprenticeship and included some 25 different callings, while that of the non-apprentices included persons who might have been submitted by their employer or applied on their own. The role of the ETC executive in the trade testing process is of a coordinator to ensure that all legal conditions are adhered to. Approximately 511 sessions were held to conduct all tests.

To improve the current Trade Testing process, the Division embarked on a standardisation process which included the development of standards for all callings available within the Apprenticeship framework and the training of Board members in assessment techniques. Meetings were also held with professional bodies and committees which were set up on purpose.

Traineeship Schemes

Compared to previous years, this year's demand for Traineeship Schemes increased with 249 persons embarking on a traineeship. Traineeships offer a combination of off-the-job training and work experience, which a number of employers have found most useful. Traineeships were organised in the following occupational areas: ICT, child caring, casino croupiers and cash dealers, call centre agents, applied insurance skills, tile laying and plastering.

Entrepreneurship Scheme (INT - *Ibda Negozju Tieghek*)

During this financial year, 37 participants started the entrepreneurship scheme. New businesses which use the INT Scheme included diving schools, artworks and retailing, importation and sale of collectible and antique firearms, electrical handyperson services, and holiday letting. The training modules offered within the INT entrepreneurship scheme compare well with international practice and are in line with the scheme objectives but it is clear that some of those on the unemployment register may be entering the programme without having their mind set on entrepreneurship, and this in spite of an enhanced counselling and mentoring service. Small business and management development programmes were attended by 98 persons, 44 of whom were women.

Training of Trainers Network

During this operational year, TTnet Malta continued with its activities in line with established objectives. The Training of Trainers network is one of the networks set up by CEDEFOP (the EU body responsible for vocational education and training). Apart from information sessions delivered to individuals and the facilitation of a network among local trainers, TTnet Malta participated as a partner in a project on defining teacher and trainer standards.

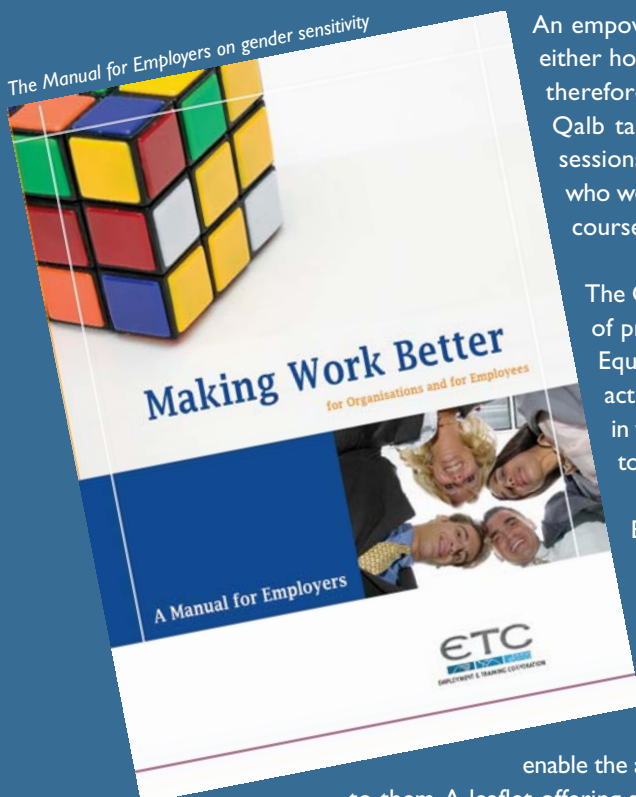
PROMOTING EQUAL OPPORTUNITIES

A number of initiatives were undertaken between October 2005 and September 2006 to provide enhanced assistance to persons who may be experiencing disadvantage in obtaining access to the labour market or finding difficulties in securing employment. The Supported Employment Section embarked on an initiative to foster relationships with NGO's providing services to disadvantaged groups. Twelve meetings were held where such entities were informed of the ETC services. NGO's were encouraged and assisted to refer their clients to ETC services.

WOMEN

In addition to including women in all mainstream services, the Corporation has sought to take a number of specific measures to assist women choosing to be active in the labour market.

In collaboration with Dar Guzeppa Debono, the ETC has organised an empowerment course for single mothers. Eleven participants successfully followed this pilot programme. The programme was concluded by a weekend of activities in Gozo, whereby trainees were given various practical tasks, which will eventually be evaluated and acknowledged.



An empowerment skills training programme for women who are either homeless and/or have gone through domestic violence, and therefore had to seek refuge at either Dar Merhba Bik or Dar Qalb ta' Gesu', was organised. This course included training sessions in self-empowerment and job-readiness skills. Women who were illiterate have also been encouraged to follow a literacy course offered by the Corporation.

The Gender Equality Unit within the ETC worked on a number of projects and initiatives as outlined in the current Gender Equality Plan 2005 -2006. These include awareness-raising activities, submissions of projects for EU funding, participation in various discussion programmes, research on gender related topics and the implementation of local projects.

Between October 2005 and May 2006 a large number of ETC employees were updated about gender related legislation relevant to the labour market. More intensive training on gender mainstreaming was given to the employment advisors who attended a full day training session. Training for employment advisors focused on an understanding of women's needs. These will eventually enable the advisors to be in a better position to offer a quality service to them. A leaflet offering assistance to lone parents to train or work is being sent by mail to all lone parents who are receiving social benefits.

A seminar on Men and Parental Leave was organised to conclude the project entitled *Modern Men in Enlarged Europe*, which was funded by the European Union. The seminar was well attended and received substantial coverage by the press. Another seminar on Telework was organised in collaboration with the Ministry for Investment, Industry and IT, during which the findings of an ETC funded research on the subject were presented and discussed with the audience present. A Manual on “How to Make Work Better for Employers and Employees” was launched during a seminar held for employers and HR Managers. This manual provides concrete guidelines to employers who wish to make full use of women’s potential at their workplace. The seminar included presentations from various employers who already implement some of the measures suggested in the manual.



A seminar on Teleworking organised by the Gender Equality Unit



CEO Sue Vella addressing the seminar

A *Coffee Morning b’Differenza* was organised for twenty women from the Cottonera region, during which participants were given information about the labour market, employment opportunities for women, and how to go about looking for employment. The objectives of this project were to identify and give the necessary support for the unemployed women from the Cottonera area in order to encourage them to take up remunerated employment. Following the first seminar, all participants were invited to attend training on Gender Issues at Work, Health and Safety and on ETC services. After the sessions an action plan was drafted for each person. This project was a joint initiative of the Employment Services Division, the Gender Equality Unit and the Cottonera Community Team of Agenzija Appogg.

During the period under review, the ETC continued to raise awareness on the issue of gender equality and work with the general public. ETC officials were invited to participate in seventeen television talk shows and two radio programmes. Exposure in the media reached a wide audience and raised the profile of ETC and its commitment to gender equality in issues relating to work. A short radio campaign was coordinated by the Gender Equality Unit in order to raise awareness on the changes to the Income Tax Act which introduced a tax break for women returners and better deals for the second earner in the household.

PERSONS WITH DISABILITY

The general performance registered during month period maintained the positive momentum registered last year. A new service was launched where each client was submitted to an assessment by an Occupational Therapist, thereby developing a professional assessment of clients' abilities.

Seventy two persons with disability were placed in employment either directly or through the ESF Supported Employment Scheme.

The latter scheme has proved effective in locating suitable employment opportunities to persons with disability. Sixty five persons with disability were trained either by the ETC or through the cooperation agreements that the ETC has with Eden and Richmond Foundations.

113 work place visits were conducted by the employment advisors of the Supported Employment Section to market the employability of persons with disability and encourage employers to employ them.



Clients of the ESF 19 project during a familiarisation visit at a place of work

PERSONS WITH SPECIAL NEEDS

81 placements of persons who are ex-convicts and ex-substance abusers were made, which constitutes an increase over the previous year. A prudent use was made of the Employment Training Placement Scheme, encouraging the employment of these persons in their own right and on their own merit; 50 of the said engagements were made without the use of wage subsidy.

Work exposure opportunities through the Bridging the Gap Scheme showed a notable increase over the utilisation of last year. In fact, this scheme was used on 20 occasions. Ten of the persons utilising the scheme were inmates nearing the end of their prison period.

The ETC programme at the Corradino Correctional Facility where training opportunities are provided to inmates, continued to function successfully with seventy six persons being trained.

A 12-hour training programme in life skills and jobseeking skills was given to persons following a substance abuse rehabilitation programme at San Blas. The course helped trainees in both their personal development (self esteem and self confidence) and also in their job-search and employability. A similar initiative was undertaken with temporary residents at the Dual Diagnosis Unit in Mount Carmel.

In mid-2006 an important initiative was launched, involving the establishment of an '(Ex-) Substance Abuse Monitoring Board'. This Board is made up of representatives of the ETC, Sedqa and the Department of Social Security. The scope of the Board is to discuss and monitor particular cases of ETC clients with a view to determining whether clients need additional preparation before employment. This Board examines each case on its own merits and takes actions accordingly.

THE LONG - TERM AND VERY LONG - TERM UNEMPLOYED PERSONS

The number of long-term unemployed persons placed in employment amounted to 159, of whom 29 joined the Training and Employment Exposure Scheme and 40 were placed through the use of the Employment Training Placement Scheme. Another 33 obtained work exposure through the Active Youth Scheme or the Work Start Scheme. As already indicated, 1,638 long-term unemployed persons were trained. Following the one-to-one interviews held with the long-term unemployed, the latter have been referred to a number of ETC courses which they have either started during the financial year under review or will be starting in the following year.

Employment advisors of the Supported Employment Section focused on the very long term unemployed by conducting no less than 607 interviews to activate these customers through some ETC measure. 42 persons were struck off from the unemployment register following these interviews. The ETC intends to resume the call-in interviews that were being conducted jointly between officers of the Supported Employment Section and the Law Compliance Unit to identify clients who may be abusing of the unemployment registration system.

EU AFFAIRS AND EU FUNDED PROJECTS

During the year under review, the European Union Affairs Unit within the Employment and Training Corporation provided advice and assistance as well as disseminated information on EU-related matters within the Corporation’s remit. The Unit was widely consulted by all stakeholders, notably the PPCD and the EU Funded Projects Section of the Ministry of Education, Youth and Employment on the drafting of the National Strategic Reference Framework 2007-2013 and the Operational Programmes I and II. Preparatory work on the ESF/ERDF funded projects for the 2007-2013 programming period was started.

The EU Affairs Unit gave advice to the Ministry of Education, Youth and Employment on EU related issues, particularly the EU legislation and policy papers on employment, gender equality, freedom of movement, vocational education and training, guidance, lifelong learning, competitiveness and growth, and EURES among others.

PROJECTS UNDER THE STRUCTURAL FUNDS PROGRAMME

The EU Affairs Unit continued to assist the various Divisions of the Corporation with the implementation of the six projects financed from the Structural Funds Programme 2004-2006 and which were being implemented in 2005 and 2006 as already indicated in the National Action Plan for Employment 2004. The Unit assisted these Divisions in the management of the following functions: public procurement, payment processes, recruitment procedures, tendering processes, documentation, selection processes and in ensuring that these are compliant with ESF/ERDF Regulations. For this purpose, ongoing and continuous meetings were held with the relevant entities, including PPCD, European Social Fund Unit, Ministry of Education, Youth and Employment, Department of Contracts and Treasury Department. For these six projects, the developments that took place during the year, together with a brief description of the project are provided below:

Increasing Female Participation Through Childcare Services at the Workplace (ESF 24)

During the execution of the project, the demand for benefit grants by employers to open up a childcare centre at their place of work was lower than expected. For this reason, the project was re-structured and as a result more money was allocated for training. This has permitted the ETC to deliver an additional five childcare courses than originally planned, one of which was delivered in Gozo. Ten courses in total have been funded through this project.

All courses are currently underway and will finish by March 2007. Interest in child care training was significant and 167 women (30 of whom are service providers) have participated in child care training.



Participants of the Childcarers Course



One of the childcare centres which received ESF funds to purchase nursery equipment

Training and Employment Exposure Scheme (ESF 17)

The project was divided into three phases, and concluded at the end of September 2006, 460 registered unemployed persons participated in the scheme. All participants were over 40 years of age and most of them were long-term unemployed persons. Of the total persons who started the TEES, only 110 (24%) returned to the unemployment register. The majority were retained in employment with the same employers who provided them with on-the-job exposure, or finding a job by themselves.



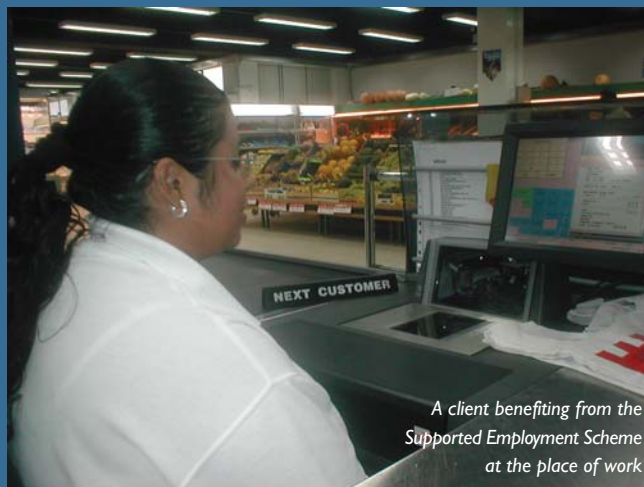
CEO Sue Vella presenting TEES participants with their certificates

Literacy Training for Those Seeking Employment (ESF 18)

The principal aims and objectives of this project were to improve the skills base and adaptability of registered unemployed persons. This project is nearing completion. Nearly all targets have been achieved, funds allocated were utilised and training material has been designed, tested and sent for printing. Up to end-September 2006, a total of 100 courses had been offered under this project and 520 persons (430 men and 90 women) were trained, which was higher than the original target. As part of the ESF project, training material in the form of literacy workbooks for trainees and a trainers' manual were developed to facilitate training sessions in Maltese Literacy. The ETC produced six drama spots on issues of literacy.

Supported Employment Scheme for Persons with Disabilities (ESF 19)

Up to the end of September 2006, 44 participants (30 men and 14 women) had been trained and 34 (23 men and 11 women) were placed on the scheme. Following participation in the scheme, integration in employment, monitoring and job coaching were provided.



A client benefiting from the Supported Employment Scheme at the place of work

Courses and Schemes in Gozo (ESF 27)

122 Gozitans attended the courses organised in Gozo as part of this ESF project. Courses were delivered in food preparation and production, food and beverage servicing, housekeeping, bartending, and customer care. Seven graduates were enrolled in the Graduate Scheme while 22 persons participated in the Fostering of Entrepreneurship Scheme consisting of business management training and drawing up of business plans. To date, the Support to Small Businesses Scheme, which is intended to provide financial assistance to small enterprises in order to conduct a training needs analysis with a view to upgrade the skills of the workforce was not availed of.



Gozitan participants of the ESF Graduant Scheme

Construction of Extension to ETC Skills Development Centre (ERDF 08)

Work on the extension of the ETC Skills Development Centre in Hal Far has started. This project includes the construction of additional training rooms which will provide easier access to the training complex. The project is to be completed by the end of December 2006.



An artistic impression of how the Hal Far Training Centre will look like after completion

The Corporation also successfully obtained the approval for a further three ESF funded projects under the ESF Call 2006. The three projects are briefly described in the next page.

Employment and Training Schemes (ESF 31)

This project is divided into four schemes which provide a mix of employment and training initiatives. The schemes will help trainees develop their knowledge, personal and social skills, as well as other competencies which are required in today's labour market. Part of this project will also enhance the employability opportunities of young single mothers and women returnees to the workforce. The four projects are the Basic Employment Training (BET); Traineeships for Women Returners; Lone Mothers and Redeployment Scheme.

The main aim of the BET is to assist school leavers who are not gainfully employed to obtain basic employment skills. The training component of this project was completed by the end of September 2006 and provided its 242 participants with training in Maltese and English Literacy, Numeracy, Technology Education, ICT, as well as personal and social skills. All these subjects increase the trainees' chances of finding gainful employment.

The lone mothers initiative aims to improve the employability of 10 young single mothers who currently depend on social benefits. They are encouraged to enrol in training courses and are provided with the necessary job experience.

The traineeship scheme will provide the 45 participants with a combination of adequate labour market training and employment in care of the elderly, retailing and pharmaceuticals thereby increasing the female participation rate.

The Redeployment Scheme aims to improve the adaptability of 122 employees who were recently made redundant or are at risk of redundancy through the provision of training and re-skilling in different occupations.

Training Programmes for Youths in Institutional Care (ESF 52)

This project aims at providing training programmes for 20 youths in institutional care. Due to the personal and social hurdles that are experienced in life, the youth usually lack motivation and are financially restricted as to which training programmes they can choose.

The Employment and Training Corporation aims to provide these youth with an opportunity to follow their preferred training programmes. They will attend a series of courses, including ICT, literacy (Maltese and English), numeracy skills and life skills. These are intended to empower these young people, as well as further training in accordance with their abilities and preferences.

Information Campaign on the Benefits of Quality Childcare in Malta (ESF 50)

This ESF project aims to raise awareness about the benefits of quality childcare for the children, their parents, employers and Maltese society in general. Since its approval, a tender was issued by the Department of Contracts and the project implementation will start towards the end of the year. The campaign includes television and radio spots, billboards, leaflets and a national conference on issues related to quality childcare.

PROJECTS UNDER THE LEONARDO DA VINCI PROGRAMME

During the year under review, the ETC implemented the five projects which had been approved under the Leonardo da Vinci Programme.

Improving Employability of Unskilled Young Jobseekers in the Cottonera Area (PL 30)

A community vocational training action programme was launched on Mobility Audio-Visual Techniques. This project involved 10 youth aged between 16 to 24 residing in the Cottonera area. They were exposed to various tasks and skills which were intended to make them more employable. After training provided in Malta, the participants experienced a three-week placement with the BBC in the UK. Through this placement, they acquired practical skills and technical knowledge in film production.



Participants of the Leonardo Programme's Audiovisual Training before leaving for training with the BBC

Enhancing the Monitoring Systems of Labour Demand in Malta (EX 29)

This project aims to enhance the ETC labour market intelligence in order to contribute to the formulation of a labour market policy and to improve the matching system between the available pool of jobseekers and the notified vacancies by employers. For this purpose, two ETC employees visited the public employment service of the Netherlands through funds from this programme.

An Exchange of Ideas and Practices on the Apprenticeship Framework in Malta (EX 59)

ETC employees who manage apprenticeship schemes together with participants from UHM, GWU and ITS went to Germany on an exchange visit to learn about the German apprenticeship system. The aim was to generate discussion on new forms of apprenticeship schemes, raise the quality of the schemes, encourage the mobility of apprentices, increase the role of social partners in apprenticeships and develop strategies for apprenticeship training.

Improving Research Methods and Evaluation Techniques of Labour Market Measures for Young Jobseekers (EX 58)

This project aims to enhance the Employment and Training Corporation labour market research in the field of youth unemployment. Improvement in research techniques will contribute towards an improvement in the services that the Corporation offers to young jobseekers and to better policy making in the field of youth unemployment. This project enabled five ETC employees

to go on a two-week study visit in Sweden to study different practices used at the Department of Analysis and Evaluation within the Swedish National Labour Market Board.

Transforming Undeclared Work Into Regular Employment - Enhancing Efficiency of Law Compliance at ETC (EX 57)

Members of the ETC Law Compliance Unit spent a one-week training visit to Job Centre Plus in Sheffield in the UK, to learn about new inspectorate methods and techniques in combating abuse by registered jobseekers who may be claiming social benefits while having undeclared jobs.

YOUTH PROGRAMME

European Voluntary Service

A group of young people were involved in a programme which involved doing voluntary work in Austria. This proved to be a unique experience for all those involved as it is not the order of the day that unemployed youth get such opportunities abroad.



Participants of the European Voluntary Service before leaving Malta for Austria

BUSINESS DEVELOPMENT

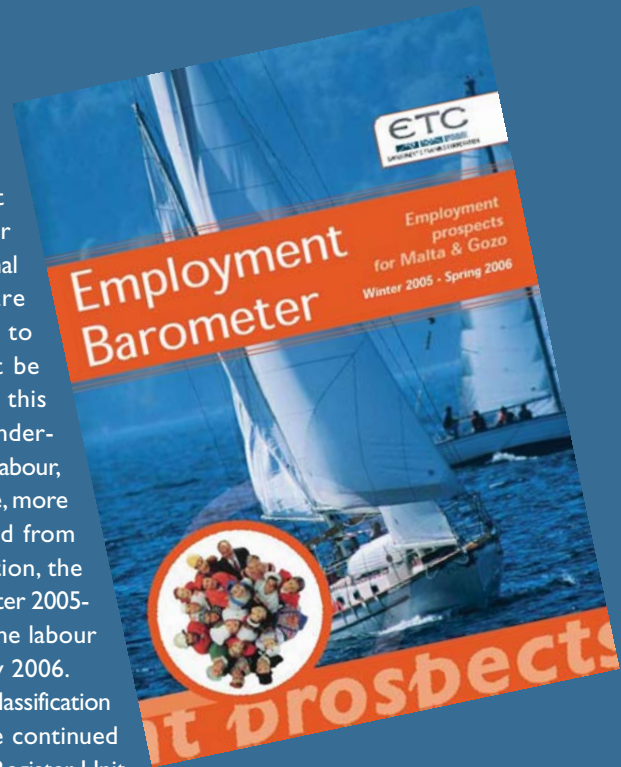
In the past year, the ETC has re-organised and consolidated the capture of labour market information by bringing all relevant functions within one Division. This has enabled the Corporation to identify improvements that can be made to capture, process, maintain and update labour market data. In addition to capturing data, the Division includes the Monitoring and Evaluation Section which conducted evaluation projects of ETC services as requested by the Management.

LABOUR MARKET INFORMATION

The Labour Market Information Unit (LMI) published a number of labour market statistics through the National Statistics Office. Newspapers are screened on a daily basis so as to capture vacancies that might not be advertised or notified to ETC. In this way, the ETC will have a better understanding of employers' demands for labour, skills and competencies. On average, more than 400 vacancies were recorded from newspapers every month. In addition, the Employment Barometer for the Winter 2005-Spring 2006 was issued to cover the labour market needs up to the end of July 2006. During this operational year, the re-classification of employers into the NACE code continued with the assistance of the Business Register Unit and the National Accounts Section of the National Statistics Office, whereby the records of over 1,700 employers were updated and re-coded. More than 280 requests for information were replied to – originating from students, public entities, research units and Parliamentary questions. Quarterly comparisons of the ETC un/employment data with those published by the NSO through the Labour Force Survey were also conducted in order to benchmark and validate labour market trends in the administrative database with those surveyed.

The Corporation's staff processed, on average, 10,000 engagement and termination forms every month. On a monthly basis, they serviced 728 clients, updated 800 records and interviewed more than 1,255 inactive persons to determine their current status. There were a number of ad-hoc projects that were undertaken to update the database including the issue of more than 2,200 letters to foreign workers without engagement forms. 2,800 employers were interviewed to acquire their e-mails with the aim of having a faster and cheaper communication with them.

PERFORMANCE MANAGEMENT



Functional Balanced Scorecard System

The ETC continued to develop and update the quantitative and qualitative Functional Balanced Scorecard Systems which aim to provide insight into the overall performance achievements of the respective Divisions.

The quantitative BSC system was improved through the creation of direct links between the files, and the automation of the colour coding system and yearly achievement computations. These innovations resulted in a significant acceleration of the analysis procedure as well as the elimination of data entry errors. Advancements in the qualitative BSC system involved a move towards a project based approach. This entails the breakdown of projects into sub-objectives aligned with set timelines based on extensive pre-planning. Target dates for sub-objective and project completion provide the Divisions with a tool for easier project based management and progress assessment of the tasks in hand.

Introducing Effectiveness Indicators

Recent development in the ETC performance management system, means that corporate monitoring now goes beyond simple 'input' and 'output' (impact) data covered by the Functional Balanced Scorecard system, to include the monitoring of 'outcomes' as measured by the Effectiveness Indicators (EIs). The past months saw the piloting of a preliminary set of effectiveness indicators at the strategic level. The ultimate aim is for these indicators to be extended to the operational and task levels. This data should provide further information on the quality of service provided at ETC and can be used as an effective means to improve our core business through continuous improvement. Ongoing communication, feedback and dialogue across corporate levels plays a central role in the success of these indicators.

Working towards quality certification

Over the past financial year, the Corporation continued drafting and updating a number of Standard Operating Procedures (SOP's) with the aim of obtaining the ISO 9000 certification. The ETC set up an ISO action plan which aims to review the current SOP structure, educate staff on ISO and its importance, update any outdated SOP's and identify where additional SOP's need to be drawn up. This action plan draws the road to achieving ISO 9000 certification. Achieving certification would mean that the ETC have reached its customers' quality requirements and will work towards enhancing its customer's satisfaction by continuously aiming to improve its performance.

The ETC committed itself in becoming an environment-friendly organisation through the appointment of a Green Leader, an information campaign among staff by means of 'green tips', a waste separation system, and the recycling of office paper.

The Corporation is also looking into ISO 14001 standards which are primarily concerned with environmental management and should help the ETC develop a number of greening policies and procedures which will help the Corporation to:

- i) minimize harmful effects on the environment caused by ETC activities, and

- ii) achieve continuous improvement of its environmental performance.

The ISO 14000 will eventually be integrated under the Corporation's ISO 9000 system.

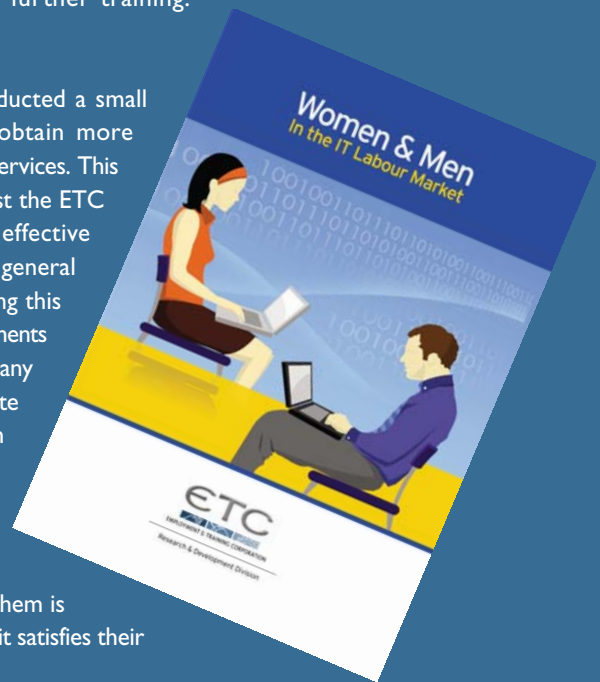
LABOUR MARKET RESEARCH

Lone mothers on benefits

A research forum was held to present the research findings of a study on lone mothers receiving social benefits and their work aspirations. This information was given during a seminar organised by the Gender Equality Unit for employment advisors in order to provide a better service to lone mothers wishing to find work. The main findings of this study reveal that there are a number of factors which may hinder lone mothers from taking up employment such as age, lack of educational attainment, lack of childcare facilities, health problems, personal or family problems and social benefits. Social benefits were the only source of income most of these mothers could rely on. They were often afraid to give them up. They explained that the wages offered to them by employers were almost equal to the amount received through social assistance. Moreover the jobs they could work in were primarily elementary jobs with little or no job security. However, many of them would like to work for social and financial reasons and do perceive the need for further training.

Employers' perception of ETC services

The Monitoring and Evaluation Unit conducted a small qualitative study among employers to obtain more information about their perception of ETC services. This information was primarily intended to assist the ETC Management in the development of an effective marketing strategy of ETC services. The general perception of employers interviewed during this study was positive. Employers noted improvements in the way services were being provided. Many remarked that they were willing to collaborate with the ETC and to reuse its services. On the other hand there were a few who suggested the need for further service improvement. Employers prefer the electronic exchange of information. They also require that the data requested from them is as short and as concise as possible and that it satisfies their requirements.



The Unit also published a brochure entitled *Women and Men in the IT Labour Market* highlighting a variety of positive real examples of women in IT positions. The publication was distributed amongst interested stakeholders especially companies and girls' secondary schools.

Evaluation of the placement function at the ETC

This year the Monitoring and Evaluation Unit conducted a literature review on employment and training services abroad. It also conducted in-depth secondary data analysis of data held on the ETC flowchart with the assistance of the IT Unit. Following this evaluation and the NAO report on the ETC job matching process, a new placement function process flowchart for ETC was developed, refining the services to assist jobseekers in finding employment. During the next financial year, a survey among jobseekers will be conducted to evaluate customers' level of satisfaction and a final report will be published.

INFORMATION TECHNOLOGY

Vacancy matching

The matching process was redesigned during the past year to ensure the identification of those registrants most suitable for particular vacancies, enabling advisors to offer an improved referral service to employers.

Work permits

During the year, the processing of work permit applications for foreigners was computerised. Auto-run processes were created to provide listings of work permits issued to particular users.

BPA software

New software for the administration of BPA training grants was written this year and was being tested at the time of writing of this report.

Strike-offs and the National Employment Authority

During the last financial year, software was developed for documents to be submitted to the National Employment Authority in an electronic format rather than as hard copy copies. The Corporation has also computerised the objection process, thus enabling the fast hearing of objections.

Reduction in bureaucracy for employers

Over the past months, MITTS have been developing applications for the Inland Revenue Department which will enable employers to provide information about their employees via Internet. Since the Corporation requires similar information to fulfill its duties, it was decided that it should cooperate in developing a tool to suit both entities. With this in mind, ETC developed web services to automatically enable the Corporation to extract the required information from the Inland Revenue Department data stored on MITTS servers. This process is currently being tested.

Course booking module

An exercise was carried out by employment advisors to place jobseekers on courses starting on specific dates. An Internet connection was used to access the data on the server. To solve the technical problems encountered, web tools were developed to enable users working at remote offices to enroll clients on short courses run by the Corporation.

Registration renewal via finger print

The registration renewal process was originally designed to enable the Corporation to request clients to register more than once per week should this be required. The contractor provided the application and the ETC developed a .NET application accessible to authorised users enabling them to set extra / penalty appointments at one's desk. Like all web based applications currently in use, the tool is available via the Corporation's Intranet.

Internet and Intranet

Modifications to the Intranet and Internet are ongoing. The scope for improvement of the Corporation's website was identified and action has been taken to improve the interaction with users. A new version of the website's active component was redesigned and coded. This is resident on ETC servers housed at Head Office but accessible as a link from the website housed at MITTS. This setup will give the IT Unit greater flexibility and will provide the foundations for a system that will empower our clients to access ETC services and to enable jobseekers to be more active in their job search.



The ETC website (www.etc.gov.mt) which had 15,133,813 hits this year

Network

Early this year the ETC started upgrading all equipment to enable it to link to MAGNET – the government's network. Fibre optic cabling has been laid and most computers were upgraded to the requested platform. Active components which need to be supplied and set up by MITTS are not yet available. The target date for the activation of this link was initially set to June but was postponed to the end of October 2006.

HUMAN RESOURCES MANAGEMENT

TRAINING AND DEVELOPMENT

A number of ETC employees benefited from several courses. There were a variety of 37 different training programmes from which 144 staff members or 78% of the workforce benefited from such training. Eight staff members from various Divisions have been trained in Occupational Health and Safety and First Aid and it is envisaged that a further number will be trained so that all sites at ETC will meet the desired health and safety standards. It is also being planned that selected staff members will be trained in basic fire-fighting.

Particularly useful was the motivational interviewing course delivered to Employment Advisors. It is being planned that the same course will be delivered to the support services and training services staff.

INDUSTRIAL RELATIONS

Five meetings between the ETC Management and the UHM were held and issues raised by the Union were resolved in an amicable manner. The ETC enjoys positive industrial relations with the employees' Union. It was agreed that a palm-reading HR time and attendance system be introduced in 2007 and the tender for the necessary hardware has been adjudicated. Meetings were held between the ETC Management, officials of the Collective Bargaining Unit and employees' representatives to draw up the new Collective Agreement that will come into effect as from January 2007.

HEALTH AND SAFETY AT THE WORKPLACE

The Health and Safety Committee was re-constituted with the primary aim of developing and implementing a health and safety policy, to assist the Management in addressing health and safety risks at the workplace and to develop a manual for employees. A number of issues were discussed and the committee focused on health and safety training and awareness raising among staff, the setting up of a maintenance schedule, the drawing up of evacuation plans in case of fire, and the creation of a number of health and safety standard operating procedures. A Health and Safety representative was elected by the staff while a Health and Safety Officer was appointed.



INFORMATION SESSIONS

Information sessions for staff were held about the Employment and Industrial Relation Act, the Social Security Act, Sexual Harassment, the Disability Act and Euro changeover.

COMMUNITY RELATIONS INITIATIVES

To date, two blood drives have been made at ETC. It seems that this is growing in popularity among staff members. Thirty six blood donors have participated in the two blood drives.

The ETC has once again participated in the Swimathon Challenge, a fund raising activity organised by the Park of Friendship (Razzett Tal-Hbiberija) which offers leisure and therapeutic programmes for persons with a disability. Six employees took part in this activity and swam for one hour raising a sum of money in sponsorship from ETC employees.



This year, a good number of ETC employees dedicated a half-day from their vacation leave to do various works at the Ursuline Sisters Crèche in Sliema. During this Corporate Social Responsibility Day, the volunteers were divided into three groups – those taking care of children, those doing cleaning works and those doing maintenance works.

QUARTERLY NEWSLETTER

Four quarterly newsletters were issued to staff on the intranet. The topics in this newsletter are varied and cover a wide range of interests, hobbies, staff training activities, music from the local scene, culture, a contribution from SEDQA, an interview to a selected staff member, a comic strip, a recipe, a sports column and photos of past ETC staff events.

VISITS

A courtesy visit was paid to H.E. the President of Malta, Edward Fenech Adami, in November 2005. This was followed by a courtesy visit made by H.E. the Archbishop of Malta, Mgr. Joseph Mercieca, in the same month at the Corporation's premises. In May 2006, the H.E. the Bishop of Gozo, Mgr. Mario Grech, paid a courtesy visit to the ETC Main Office in Gozo.

SPORTS AND SOCIAL CLUB

The Sports and Social Club was reactivated. A number of events were organised which went down well with all ETC staff members. The first activity that was organised was the Art Exhibition in June 2006. It was decided that a quarterly lunch meeting will be held so that communication between staff members and the Management is enhanced.



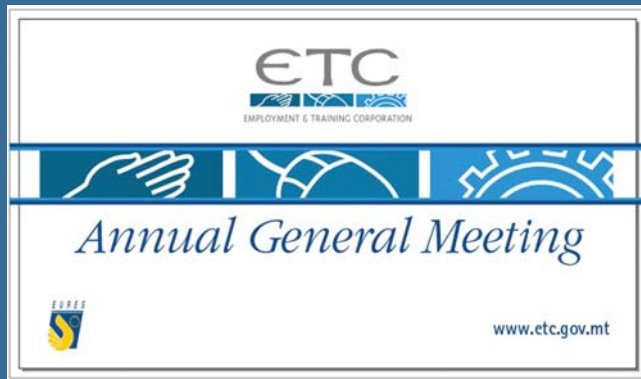
Minister Louis Galea opening the Staff Art Exhibition

ANNUAL GENERAL MEETING 2006

The Annual General Meeting was held in June 2006. The AGM was officially opened by the Hon. Minister for Education, Youth and Employment, Louis Galea. The theme of the day was the Corporation's new Business Plan. Throughout the day, the Management and employees were engaged in twelve workshops discussing the draft Business Plan. Twelve teambuilding exercises were also held in the afternoon.



The Annual General Meeting which discussed the draft Business Plan of the Corporation



The AGM was officially opened by the Hon. Minister Louis Galea



A number of workshops and team building exercises were held during the day

Chief Executive Officer, Sue Vella, with the General Manager (Operations), Felix Borg



Profile of Trainees Attending ETC Training Programmes in Malta Financial Year October 2005 - September 2006

COURSE TITLE	TOTAL No.	GENDER		AGE GROUPS				
		Males	Females	16 - 24	25 - 39	40 - 49	50 - 59	60 +
IT Related Courses								
A+ PC Technician	15	13	2	9	3	0	2	1
ECDL (Modules 1 - 7)	303	150	153	124	80	56	39	4
ECDL (Modules 1,5 & 6)	27	16	11	7	9	8	3	0
ECDL (Modules 2,3,4 & 7)	49	25	24	13	12	14	10	0
Equal Skills	368	211	157	94	117	89	61	7
IT for You	102	73	29	4	41	34	20	3
Java Programming	26	22	4	14	5	3	4	0
Microsoft Digital Literacy	60	43	17	9	27	17	7	0
Webmaster	23	20	3	12	4	3	4	0
Sub Total	973	573	400	286	298	224	150	15
Office Related Courses								
Basic Sales Techniques	43	16	27	27	7	5	4	0
Junior Clerk Skills	14	2	12	8	3	1	2	0
Office Skills	111	32	79	76	19	13	3	0
Retailing Skills	131	30	101	78	29	19	5	0
Store Keeping Skills	88	84	4	30	20	21	17	0
Sub Total	387	164	223	219	78	59	31	0
Basic Skills Courses								
Advanced English Literacy	29	15	14	13	11	3	2	0
Basic English Literacy	46	41	5	14	24	5	3	0
Call Centre Agents	112	24	88	39	24	35	13	1
Customer Care (PTA)	284	266	18	83	101	62	32	6
Empowerment Skills for Women	63	0	63	0	13	31	19	0
Empowerment Skills for Women Refugees	19	0	19	0	9	5	5	0
ESF Maltese Literacy Programme (Module 1)	274	241	33	37	110	83	44	0
ESF Maltese Literacy Programme (Module 2)	74	69	5	18	31	16	9	0
ESF Maltese Literacy Programme (Module 3)	43	37	6	10	19	9	5	0
ESF Maltese Literacy Programme (Module 4)	53	49	4	13	21	11	8	0
Intermediate English Literacy	72	43	29	29	28	12	3	0
Job Motivation (Adults)	302	238	64	0	302	0	0	0
Job Motivation (Over 40's)	424	306	118	0	0	248	175	1
Job Motivation (Youth)	487	277	210	487	0	0	0	0
Life Skills for Substance Abusers	58	52	6	34	22	2	0	0
Lifeskills Course - Equal Project	5	0	5	5	0	0	0	0
Literacy - English	60	45	15	18	29	9	4	0
Literacy for Employment (Paolo Freire Institute)	68	44	24	21	26	11	10	0
Programme for Refugees in Malta	26	26	0	8	18	0	0	0
Return to Employment Training Programme	495	458	37	0	1	271	223	0
Training Programme for Single Mothers	18	0	18	8	9	1	0	0
Sub Total	3012	2231	781	837	798	814	555	8
Other Courses								
Bar Service (ITS)	9	8	1	0	3	4	2	0
Food and Beverage (ITS)	6	4	2	2	1	3	0	0
Food and Hygiene (ITS)	23	13	10	3	5	8	7	0
Food Handling Category A (ITS)	4	3	1	1	2	1	0	0
Housekeeping LV 1 (ITS)	27	18	9	8	14	1	4	0
Kitchen Assistant (ITS)	22	13	9	10	4	7	1	0
Laundry Operators (ITS)	14	10	4	3	5	6	0	0
Local Wardens	15	11	4	6	7	1	1	0
Local Wardens Refresher	47	42	5	12	20	6	9	0
Pest Control (ITS)	2	1	1	1	1	0	0	0
Private Guards	302	243	59	120	88	59	33	2
Private Guards Refresher	277	245	32	55	82	101	35	4
Sub Total	748	611	137	221	232	197	92	6

COURSE TITLE	TOTAL No.	GENDER		AGE GROUPS				
		Males	Females	16 - 24	25 - 39	40 - 49	50 - 59	60 +
Trade Courses								
Advanced Welding	8	8	0	1	4	3	0	0
Advanced Woodwork	24	24	0	8	8	6	2	0
Aluminium Framework	6	6	0	0	4	1	1	0
Aqua Blasting	15	15	0	2	9	4	0	0
Basic Concepts in Welding	13	13	0	5	6	1	1	0
Basic Electricity	21	21	0	4	9	3	5	0
Basic Electronics	16	13	3	9	6	1	0	0
Basic Plumbing	40	40	0	4	15	9	11	1
Coach Driver's Licence D	77	73	4	22	34	16	5	0
Crane Driver & Operator	29	29	0	5	14	6	4	0
Electrician Licence A	23	23	0	9	9	4	1	0
Electricity & Plumbing	49	49	0	28	13	6	2	0
Electronics Servicing - Level I	18	13	5	9	3	2	4	0
Factory Operations	5	3	2	2	0	2	1	0
Finishing & Spraying - Wood	15	15	0	5	6	2	2	0
Fork-lift Driver	62	61	1	11	24	16	11	0
Foundation Course in Woodwork	41	41	0	20	10	8	3	0
Gardening	76	76	0	7	34	22	13	0
Handling of Power Tools in Electrical & Plumbing Installations	8	8	0	1	5	1	1	0
Metal Machining - Level I	10	10	0	8	2	0	0	0
Plastering	17	17	0	5	6	4	2	0
Principles in Mechanical Engineering	7	7	0	5	1	1	0	0
Refrigeration & AC Evening	60	60	0	22	24	9	5	0
Rubble Wall Building	8	8	0	1	2	3	2	0
Special Ability Training for the Film Industry	15	8	7	9	5	0	0	1
Spray Painting - Wood	7	7	0	2	3	1	1	0
Tile Laying	25	25	0	7	11	6	1	0
Tile Laying & Plastering	32	32	0	12	18	2	0	0
VRT Testing	7	7	0	6	0	1	0	0
Welding	8	8	0	3	3	1	1	0
Sub Total	742	720	22	232	288	141	79	2
Short Courses								
Care Workers for Persons with Disability	36	6	30	20	7	5	3	1
Care Workers for the Elderly	19	3	16	4	7	5	3	0
Sub Total	55	9	46	24	14	10	6	1
Small Business & Management Development Courses								
Legal Aspects for SME's & Medium Companies	6	3	3	2	3	0	1	0
Managing Finance	14	2	12	7	7	0	0	0
Managing Markets	9	6	3	6	2	1	0	0
Managing Operations	7	4	3	0	5	1	1	0
Managing People	35	23	12	8	13	9	5	0
Managing Time	7	4	3	2	3	2	0	0
Negotiating Skills	11	6	5	2	6	3	0	0
What is Business	9	6	3	1	4	3	1	0
Sub Total	98	54	44	28	43	19	8	0
MALTA TOTAL	6015	4362	1653	1847	1751	1464	921	32

Profile of Trainees Attending ETC Training Programmes in Gozo Financial Year October 2005 - September 2006

COURSE TITLE	TOTAL No.	GENDER		AGE GROUPS				
		Males	Females	16 - 24	25 - 39	40 - 49	50 - 59	60 +
IT Related Courses								
ECDL (Modules 1 - 7)	99	43	56	41	47	9	2	0
Equal Skills	148	79	69	43	63	31	11	0
Computer for Business	8	0	8	3	2	3	0	0
Electronic Mobile Citizen (Internet)	11	0	11	2	7	2	0	0
Sub Total	266	122	144	89	119	45	13	0
Office Related Courses								
Accounts	11	2	9	6	3	2	0	0
Office Skills	23	5	18	20	3	0	0	0
Sub Total	34	7	27	26	6	2	0	0
Basic Skills Courses								
Customer Care (PTA)	57	44	13	17	21	13	5	1
Job Club	27	10	17	14	11	2	0	0
Job Motivation Mixed (Youth & Adults)	90	34	56	57	23	9	1	0
Job Motivation (Youth)	5	3	2	5	0	0	0	0
Literacy - English	11	0	11	2	3	5	1	0
Literacy - Maltese	9	9	0	2	5	1	1	0
Sub Total	199	100	99	97	63	30	8	1
Other Courses								
First Aid	40	24	16	34	3	2	1	0
Food Handling Category B	163	83	80	57	57	36	12	1
Private Guards Refresher	17	17	0	7	7	3	0	0
Sales and Marketing	22	2	20	10	7	5	0	0
Sub Total	242	126	116	108	74	46	13	1
Trade Courses								
Rubble Wall Building	7	7	0	6	1	0	0	0
Sub Total	7	7	0	6	1	0	0	0
GOZO TOTAL								
	748	362	386	326	263	123	34	2
GRAND TOTAL MALTA & GOZO								
	6763	4724	2039	2173	2014	1587	955	34

Profile of Trainees Attending ETC Training Programmes NIFTE Courses, Traineeship Schemes and Entrepreneurship Schemes Financial Year October 2005 - September 2006

COURSE TITLE	TOTAL No.	GENDER		AGE GROUPS				
		Males	Females	16 - 24	25 - 39	40 - 49	50 - 59	60 +
NIFTE (Technical Courses)								
Foundation Course in Electrical Engineering	8	8	0	0	0	7	1	0
Foundation Course in Electronics Engineering	13	13	0	7	3	2	1	0
Foundation Course in Mechanical Engineering	22	22	0	4	12	4	1	1
Foundation Course in Pneumatics & Hydraulics	37	30	7	5	2	21	9	0
Metal Machining	12	12	0	12	0	0	0	0
Sub Total	92	85	7	28	17	34	12	1
NIFTE (Management & Development Courses)								
Advanced Business Accounting	8	4	4	4	2	2	0	0
Business Accounting	33	10	23	11	11	6	5	0
Creating Customer Loyalty	7	2	5	2	2	2	1	0
Dangerous Goods Driver	47	47	0	12	24	8	3	0
Effective Business Writing	13	7	6	2	7	3	0	1
Food Hygiene Principles Cat A	495	270	225	259	118	62	53	3
Food Hygiene Principles Cat B	949	602	347	398	269	171	101	10
Foundation Course in Health and Safety	35	29	6	9	9	12	5	0
Leadership Development	29	23	6	3	21	4	1	0
Middle Management Development	22	18	4	7	7	8	0	0
Payroll	21	12	9	7	10	1	3	0
Project Management	16	11	5	0	11	3	2	0
Purchasing and Materials Management	6	4	2	2	3	1	0	0
Time Management	19	13	6	1	12	4	1	1
Train the Trainer	119	89	30	27	56	26	10	0
Warehousing, Distribution & Retail Management	7	7	0	2	4	1	0	0
Advanced ECDL (Excel)	22	9	13	6	10	4	2	0
Advanced ECDL (Presentation)	14	8	6	8	3	3	0	0
Advanced ECDL (Word)	22	10	12	9	8	4	1	0
Advanced ECDL (Access)	22	14	8	9	6	7	0	0
Fields Survey Assistant	8	8	0	0	5	2	1	0
Sub Total	1914	1197	717	778	598	334	189	15
GRAND TOTAL NIFTE	2006	1282	724	806	615	368	201	16
Traineeship Schemes								
Advanced NCC Diploma	19	17	2	19	0	0	0	0
Child Caring	141	0	141	34	50	50	7	0
Insurance Practice	6	4	2	6	0	0	0	0
NCC Diploma	18	16	2	18	0	0	0	0
Croupiers	42	22	20	35	7	0	0	0
Web Developer	1	1	0	1	0	0	0	0
Casino Cashiers	10	0	10	7	3	0	0	0
Call Centre Agents	10	4	6	7	1	2	0	0
Tile Laying & Plastering	2	2	0	0	2	0	0	0
GRAND TOTAL TRAINEESHIP SCHEMES	249	66	183	127	63	52	7	0
Entrepreneurship Scheme (INT)								
Accepted Applicants	17	13	4	4	7	5	1	0
On Training	37	26	11	8	15	9	5	0
Mentoring	15	12	3	1	8	4	2	0
GRAND TOTAL ENTREPRENEURSHIP SCHEMES	69	51	18	13	30	18	8	0

Profile of Clients Placed and Trained by the ETC Financial Year October 2005 - September 2006

	Males	Females	Gender Total	16-24 years of age	25-39 years of age	40+ years of age	VLTU's	LTU's & with disability	Former convicts	Special Cases Former substance abusers	Social Cases
Placed in Jobs	1,923	1,440	3,363	1,761	792	810	159	72	20	61	13
Utilisation of Schemes											
Job Experience Scheme	133	177	310	310	--	--	--	--	--	--	--
Training and Employment Exposure Scheme	113	57	170	--	--	170	29	4	2	1	0
Bridging the Gap Scheme	42	9	51	31	14	6	--	29	14	6	2
Employment Training Placement Scheme	59	10	69	15	31	23	40	6	2	3	3
Redeployment Scheme	84	43	127	--	--	127	--	--	--	--	--
Active Youth Scheme	48	65	113	113	--	--	27	0	0	1	3
Work Start Scheme	6	31	37	--	17	20	6	0	0	0	0
Basic Employment Training	134	108	242	242	--	--	--	--	--	--	--
Trained through mainstream courses	4,724	2,039	6,763	2,173	2,014	2,576	1,638	5	0	0	6
Trained through Cooperation Agreements	132	29	161	74	69	18	--	32	--	98	--
Trained at the Corradino Correctional Facility	70	6	76	20	45	11					
Trained through NIFTE Courses	1,282	724	2,006	806	615	585					
Traineeship Schemes (trainees enrolled)	66	183	249	127	63	59	--	--	--	--	--
Entrepreneurship Scheme (on training)	26	11	37								
Apprenticeships - Technician Apprenticeship Scheme	428	40	468								
Apprenticeships - Extended Skill Training Scheme	275	49	324								

