

ANNUAL REPORT 2018





TABLE OF CONTENTS

- 6** | LABOUR MARKET TRENDS IN 2018
- 13** | CONTRIBUTING TO EUROPEAN EMPLOYMENT POLICY-MAKING AND IMPLEMENTATION
- 18** | REGISTRATION OF JOBSEEKERS AND JOB MATCHING
- 22** | UPSKILLING OF THE WORKFORCE
- 26** | ACTIVATING THE ECONOMICALLY INACTIVE AND JOBSEEKERS
- 34** | ADDRESSING LABOUR DEMAND THROUGH MIGRATION
- 38** | COMMITTING OURSELVES TO EMPLOYEE DEVELOPMENT AND WELL-BEING
- 42** | MAKING THE BEST USE OF OUR FINANCIAL AND ICT RESOURCES
- 46** | REPORT AND FINANCIAL STATEMENTS

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LABOUR MARKET TRENDS IN 2018



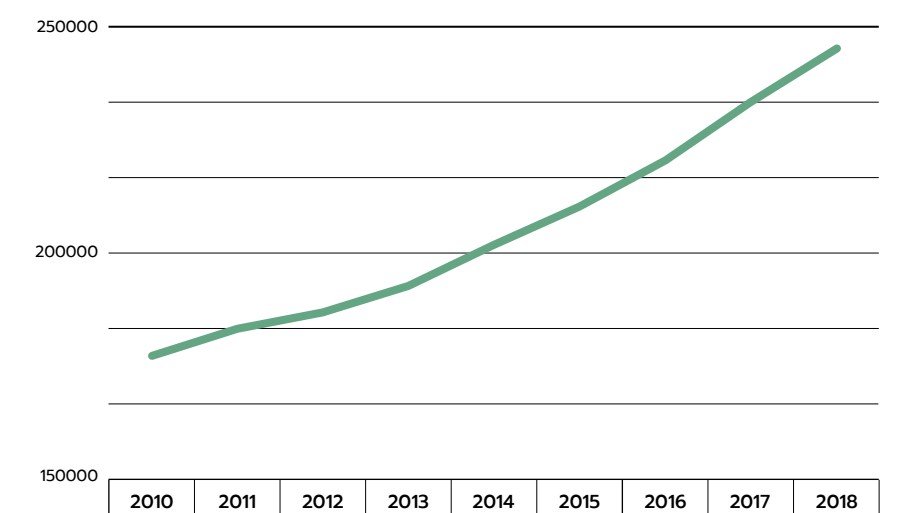
EMPLOYMENT AND UNEMPLOYMENT LEVELS

The labour market in 2018 was characterised by sustained employment growth, reduction in registered unemployment, and continued inflow of foreign workers. The latest available and published administrative employment records are those for July 2018. According to Jobsplus employment records, the gainfully occupied population reached the figure of 206,595 persons in July 2018 when compared to the figure of 195,057 in the same month of 2017. This represents an increase of 11,538 persons or 5.9%. 88% of the increase was brought about by expansion in the market services sector of the economy. Foreign workers make up circa 25% of the gainfully occupied population.

Part-time employment increased to 66,328 persons in July 2018, representing an increase of 4% over the same month of the previous year. Part-time employment as a secondary job was the main contributor to increased part-time employment.

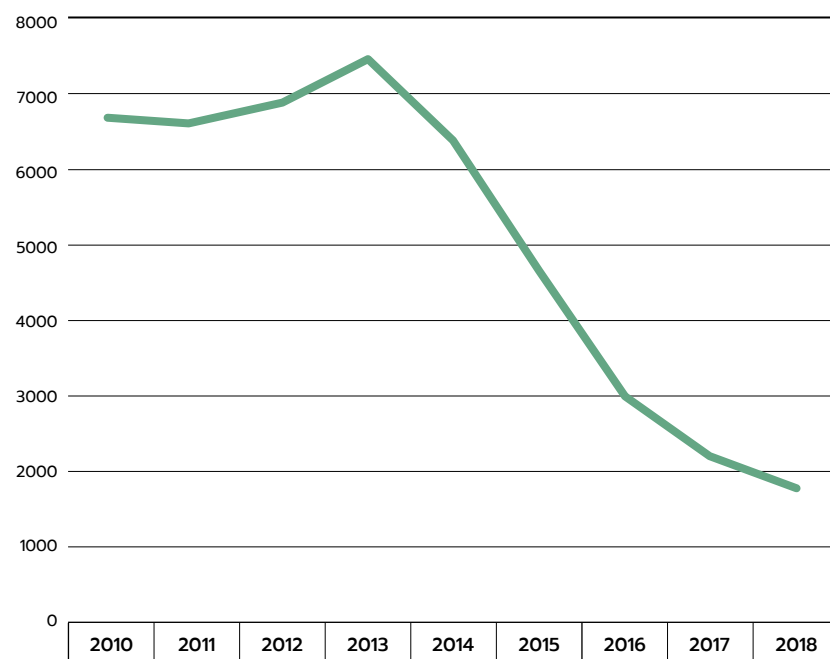
The combined number of persons in gainful employment and in part-time employment as a primary job reached the figure of 244,659 persons in July 2018 against a figure of 232,704 in the same month of 2017. This represents an increase of 11,955 persons or 5% in one year. The number of women in employment stood at 101,807 in July 2018 compared to 66,133 in July 2010, exhibiting a significant increase of 54% in female employment in only eight years. The labour market policies and measures proposed and/or implemented by Jobsplus to increase female employment have had their intended positive effect.

TOTAL EMPLOYMENT



Registered unemployment stood at 1,765 persons at end December 2018. There were 402 less registered jobseekers in that month when compared to December 2017; that is, a decrease of 19%. Registered unemployment dropped markedly from 6,606 persons in December 2010 to 1,765 persons in December 2018. This was primarily brought about by a buoyant economy and activation of jobseekers through a variety of Jobsplus' labour market measures.

NUMBER OF REGISTERED JOBSEEKERS



LABOUR MARKET FORECASTING

The fast and sustained growth of the labour force in Malta, coupled with shortages of labour and heavy inflow of foreign workers, call for the professional forecasting of the demand and supply of labour as the basis for sound employment policy-making. During 2018, work started on the construction of an econometric model designed to forecast labour market demand and supply in Malta. The development of this model is being contracted to the Institute of Economic Studies at the Slovak Academy of Sciences, whose expertise lies purposely in this area. An agreement with this Institute about the terms of reference of the project was reached in late 2017. Jobsplus constantly kept in touch with experts from this Institute to oversee various tasks, such as the transmission of data from domestic sources, and to delineate specific preferences about the intended model's working, specifications and output. Moreover, quarterly meetings were held with the experts during which the progress to date on the construction of the model was presented; such meetings gave the opportunity to the parties involved to discuss the technical issues involved and to agree on future action. Consultations were held with the Ministry for Finance and the Central Bank of Malta, whose representatives gave expert advice on econometric issues surrounding the general equilibrium modelling of the Maltese economy. The development of the model is expected to be completed in 2019.

This tool is expected to be used to additionally inform policy-makers of future skill requirements. At the same time, the model can be utilized as a tool for creating different scenarios based on changes in the underlying assumptions. The comparison of results between scenarios can support impact assessments of policies and planning, among others, in fields such as education systems policies and migration policies.

LABOUR MARKET INFORMATION

Labour market intelligence depends on a sound system of collecting, maintaining and updating employment records about the labour force. In the processing of labour market information, effort was invested in maintaining the average processing time of forms received in under one week, notwithstanding the increase in the volume of forms received from employers. During 2018, 237,706 employment forms were processed by Jobsplus, which constitutes an increase of 13.6% over those processed in 2017. Unfortunately, less than 50% of these were provided online by employers even though these facilities have long been provided by Jobsplus. Moreover, 10,940 forms had to be sent back to employers as they were presented to Jobsplus with missing or incorrect information.

Forms processed by Jobsplus have been increasing substantially over the past years as can be evidenced from the below diagram:

NUMBER OF FORMS PROCESSED PER ANNUM

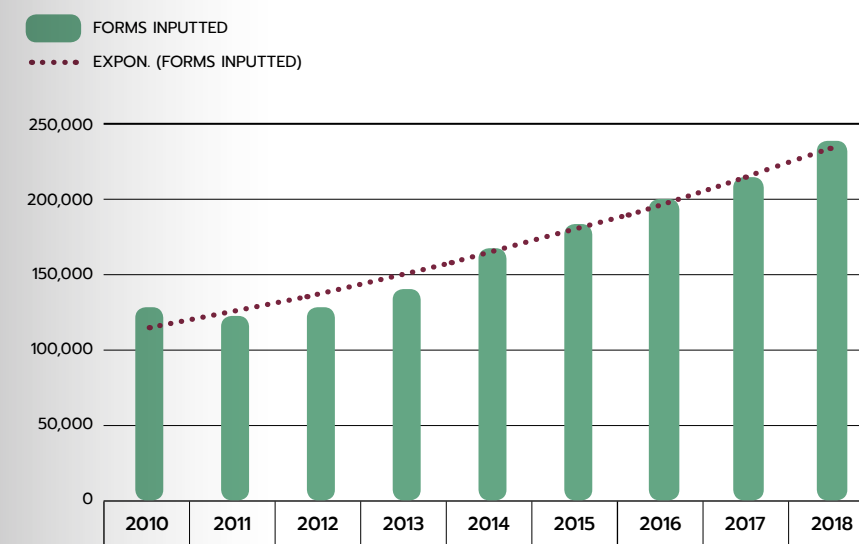


Figure 12: Forms processed by Jobsplus between 2010 and 2018

Source: HRIS database

The correctness of labour market data about the employment population was maintained by Jobsplus through the updating of records resulting from information provided by employers and employees themselves. Over 16,900 queries by phone and 72,000 emails received from employers and employees were dealt with. All past workbooks, engagement and termination forms received to date since 1994 were scanned to back up the employment records contained in the database of the employed population.

During the period under review, new procedures were adopted to process cases relating to loss of Freedom of Movement by marriage of third country nationals to Maltese or EU citizens, and changes in nationality and/or citizenship status of third country nationals. A new classification of employers was created for those employers termed as Household Employers; namely individuals who pay other individuals to perform duties in or around their home such as nannies, care workers and private nurses. Existing employers falling under this classification were transferred to this new status, and existing employment forms had to be modified in order to cater for this new term.

In order to assist employers to fulfil their legal obligation of submitting the required employment forms for their employees, FAQs were drafted and they are expected to be uploaded on the Jobsplus website in January 2019.

Jobsplus compiled and published employment and unemployment statistics on a monthly basis through the National Statistics Office News Releases. Such statistics are based on the administrative unemployment and employment records of the Corporation.

During this operational year, over 1,097 requests for information were replied to, 45 per cent of which were ad-hoc requests originating from students, public entities, research units, Parliamentary Questions, and from within Jobsplus. Weekly reports on redundancies to monitor the labour market were also drawn up.

Time series data pertaining to four main areas; namely employment, unemployment, foreign workers, and vacancies; was published on the Corporation's website. This information is available for the general public to download as an Excel file or PDF document. Operational performance data for Malta's Public Employment Service is compiled and uploaded directly into the website of the European Public Employment Service Network.

PERFORMANCE MANAGEMENT AND REPORTING

Monthly performance reports about inputs, outputs and outcomes of Jobsplus' services were compiled and passed to management for analysis and proper steering of operations with the aim of achieving the targets set in the Strategic Plan. During 2018, fifteen new process flowcharts were developed, and an additional thirty-six were either updated, reviewed, or re-confirmed with the involvement of all managers and employees concerned. All this is being undertaken to continue instilling a performance-led and customer-centric culture at Jobsplus where focus is placed on determining the effectiveness of labour market measures and services rather than on inputs and resources allocated. The generation of reports by the Business Intelligence Tool purchased by the Corporation will greatly assist to reach such an objective.

Throughout 2018, Jobsplus provided feedback to the Ministry for Education and Employment about its contribution to measures and actions mentioned in the National Strategic Policy for Poverty Reduction and Social Inclusion 2014-2024, Poverty Report, Electoral Manifesto 2017 (including the Corporate Key Performance Indicators), National Reform Programme, Simplification Measures, Youth on the Move, and New Skills for New Jobs Initiative.

In early 2018, external assessors of the European PES Network carried out the 2nd Cycle Benchmarking assessment of Jobsplus. This served as an opportunity for the organisation to self-evaluate its operations, and consequently obtain external feedback on best practices and areas marked for improvement. The rating obtained showed a marked improvement over that obtained in 2016, notably in the area of services for employers and the design of operational processes. Two best practices identified by the external assessors were the Job Carving system and the Job Coaching services that Jobsplus offers to persons with disability and vulnerable jobseekers.

Throughout the past year, a Mystery Shopping Exercise led by the Quality and Standards Directorate within the Office of the Prime Minister was carried out for various Corporation services. As a result of the exercise, Jobsplus improved its service offering through customer care training for front-line staff, the enforcement of client response deadlines, signage, and installation of electronic queue control machines.

The third external assessment exercise, led by MITA, was the EU e-Government Benchmarking Exercise in respect of Online Services available on the Jobsplus website. The exercise served to assess how long the entire process took (from initiation until the request is submitted to the attention of Jobsplus staff), the delivery timelessness of the service (how long it will take Jobsplus to respond to the request and deliver the service), and whether this service time delivery lived up to the organisation's acceptable service levels.





**CONTRIBUTING TO
EUROPEAN EMPLOYMENT
POLICY-MAKING AND
IMPLEMENTATION**

Throughout 2018, Jobsplus continued to provide feedback on a number of themes discussed at EU level. These include:

- Brexit;
- Upskilling of the Workforce;
- Integration of Migrants;
- Vocational Education Training;
- Participation of the Inactive and the Unemployed in the Labour Market;
- European Pillar of Social Rights;
- Social Dialogue;
- *Future of Work*;
- Reconciliation between Family and Work.

As part of the European Semester process, Jobsplus provided input on the initiatives conducted at national level in the fields of employment and training. This information, complemented with bi-lateral meetings held with European Commission officials, is used as a basis for documents issued by the European Commission, such as the Country Report and the Joint Employment Report. Malta is one of the Member States which has succeeded in reaching and surpassing its national employment EU2020 target (figures issued in 2018 show that Malta's employment rate for the 20-64 age cohort reached 73% as at end 2017, as opposed to a national EU2020 target of 70%).

Furthermore, Jobsplus officials represented Malta in a number of official meetings; including the Employment Committee and its subgroups, the European Public Employment Service Network, the EURES Committee, the Technical and Advisory Committee on Free Movement of Workers, and a Working Group on establishing indicators on Work-Life Balance.

This past year Jobsplus continued to actively participate in meetings and actions of the European PES Network. It provided feedback to:

- the Surveys on the Implementation of the Long-Term Unemployed Council Recommendation; and the Rules of Registration with the PES for Specific Groups of Population;
- the Questionnaires on Early Support that the PES offers to registration, Skills Assessment Tools, how the PES deals with Occupational Disabled Persons, PES-Education Partnerships, Evaluation of the PES Network, and the implementation of a Quality Index on Active Labour Market Measures Policies;
- the yearly PES Data Collection Exercise, including the Capacity Questionnaire and the PES Country Factsheet.

Furthermore, Jobsplus contributed to the write-up of the European PES Network Strategy 2020 and beyond, the Future of Work paper, and PES key considerations on labour market integration of refugees and asylum seekers. As part of the Network's Benchlearning initiatives, three senior members of staff attended professional training as external assessors, and two of them actually served as assessors of two foreign public employment service organisations.

LABOUR MARKET ANALYSIS AND POLICY EVALUATION

Labour market policy warrants an evaluation strategy that assesses whether and to what extent the intended targets were reached. In 2018, work in this remit was conducted on two fronts. From a short-term perspective, an evaluation of the Tapering of Benefits scheme was conducted. This scheme was enacted in 2014 with a view to eliminating the poverty trap that social beneficiaries faced through the unemployment-employment transition. It aimed to solve this problem through the gradual reduction of unemployment and social assistance and supplementary benefits as beneficiaries were successfully engaged in employment. This stepped reduction would take place over three years, with benefits being reduced successively to 65%, 45% and 25%. This evaluation focused on examining the incidence of employment of social beneficiaries who entered this scheme between 2014 to mid-2017, with particular emphasis being made on those who first entered and had

completed the three-year cycle as at the cut-off date of the evaluation report. Findings show that this Scheme was highly effective in facilitating the transition of registered jobseekers into employment.

In addition, from a long-term perspective, Jobsplus has also taken action towards building capacity in the area of policy evaluation. More specifically, it has started a project with the International Labour Organisation to engage in formal training on mainstream evaluation methods that have gained intellectual and policy traction over the last three decades. The aim of this venture is to access knowledge on both a theoretical and practical level of established techniques in the area of active labour market policy impact assessment.

Decision No 573/2014/EU of the European Parliament and of the Council of 15 May 2014 on enhanced cooperation between Public Employment Services requires Jobsplus to undertake satisfaction surveys among the two main customer groups – jobseekers and employers. The Jobseekers' Satisfaction Survey was finalized in the year 2018. The main scope of this survey was to reach a representative sample of jobseekers or persons in employment who received Jobsplus' services, and collect information about their satisfaction with the services offered. This survey was focused on the services that were offered during the year 2016. It is envisaged that this survey shall be repeated biennially covering the satisfaction level of clients who made use of Jobsplus' services during 2019 and 2021. The following table displays satisfaction with Jobsplus' services for each examined cohort.

Table 1: Satisfaction with Jobsplus' services

SERVICES	% SATISFIED	% NOT SATISFIED
Registration and Advisory Services	93.5%	6.5%
Training services	96.7%	3.3%
Trade Testing	98.6%	1.4%
Schemes	97.4%	2.6%
Services for vulnerable jobseekers	93.4%	6.6%
Jobsplus' services for Registered Persons with Disability	90.9%	9.1%
Services provided by the Lino Spiteri Foundation to Registered Persons with Disability	79.7%	20.3%

In relation to Jobsplus' website/online services, more than 60 per cent of respondents stated that they did not make use of this service. The majority did not make use of such services because they did not own or do not know how to use a computer/internet. Another third of respondents claimed that they did not make use of these services as there was no need to. It is important to note that when this survey was conducted, the new Jobsplus website/online services were in their initial stages.

Ongoing projects include the Shortage and Surplus Survey and the Employers' Satisfaction Survey. The aim of the Shortage and Surplus Survey is to analyze which occupations are experiencing shortages or surpluses in skills and/or employees, and how employers in Malta deal with such shortages or surpluses. Data collection for this survey is planned to be conducted during the year 2019, as well as on a yearly basis for the coming four years. The main scope of the Employers' Satisfaction Survey, which is another requirement of Decision No 573/2014/EU, is to reach



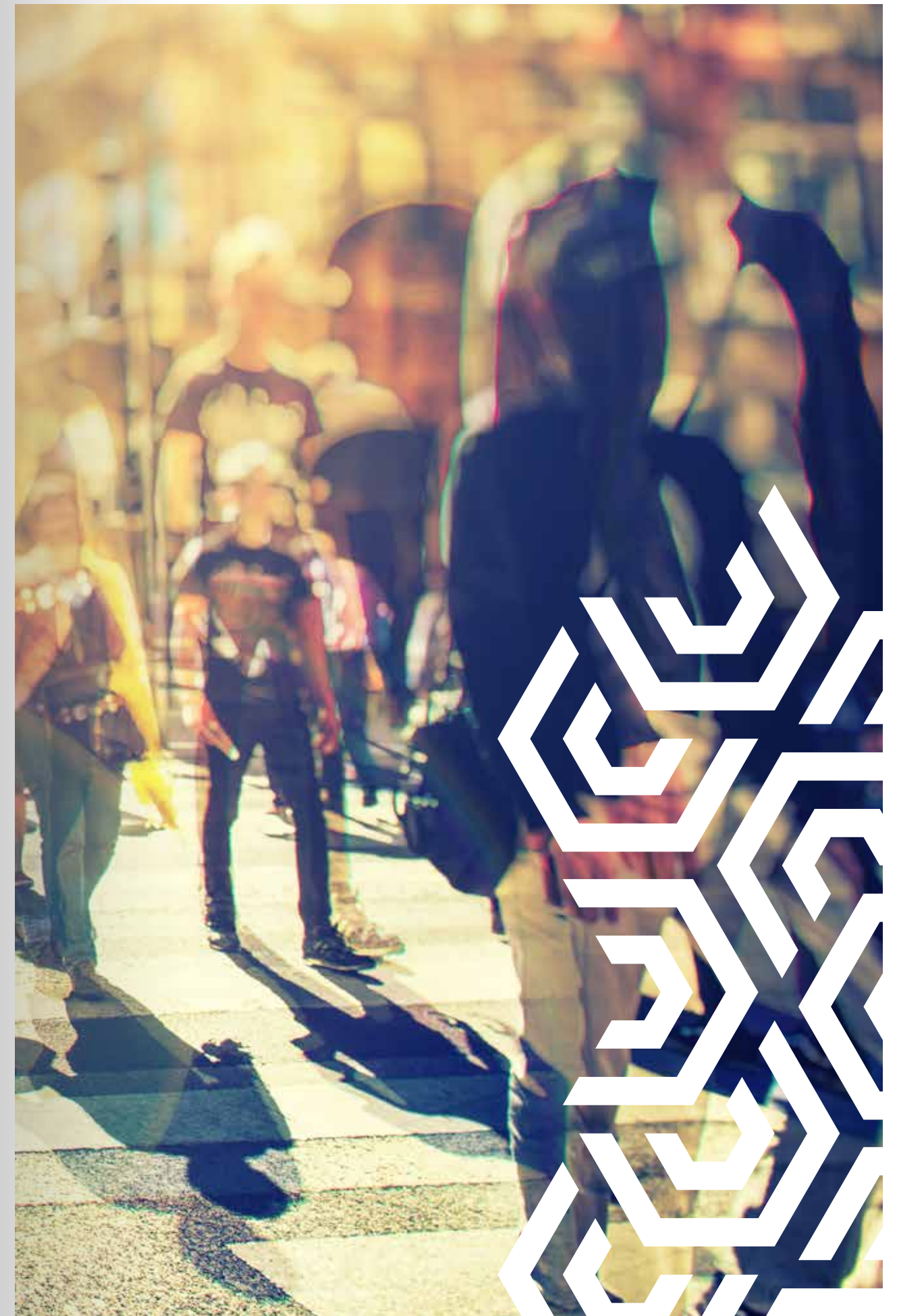
a representative sample of all employers who made use of Jobsplus' services in the year 2018 and gauge their satisfaction with the services benefited from.

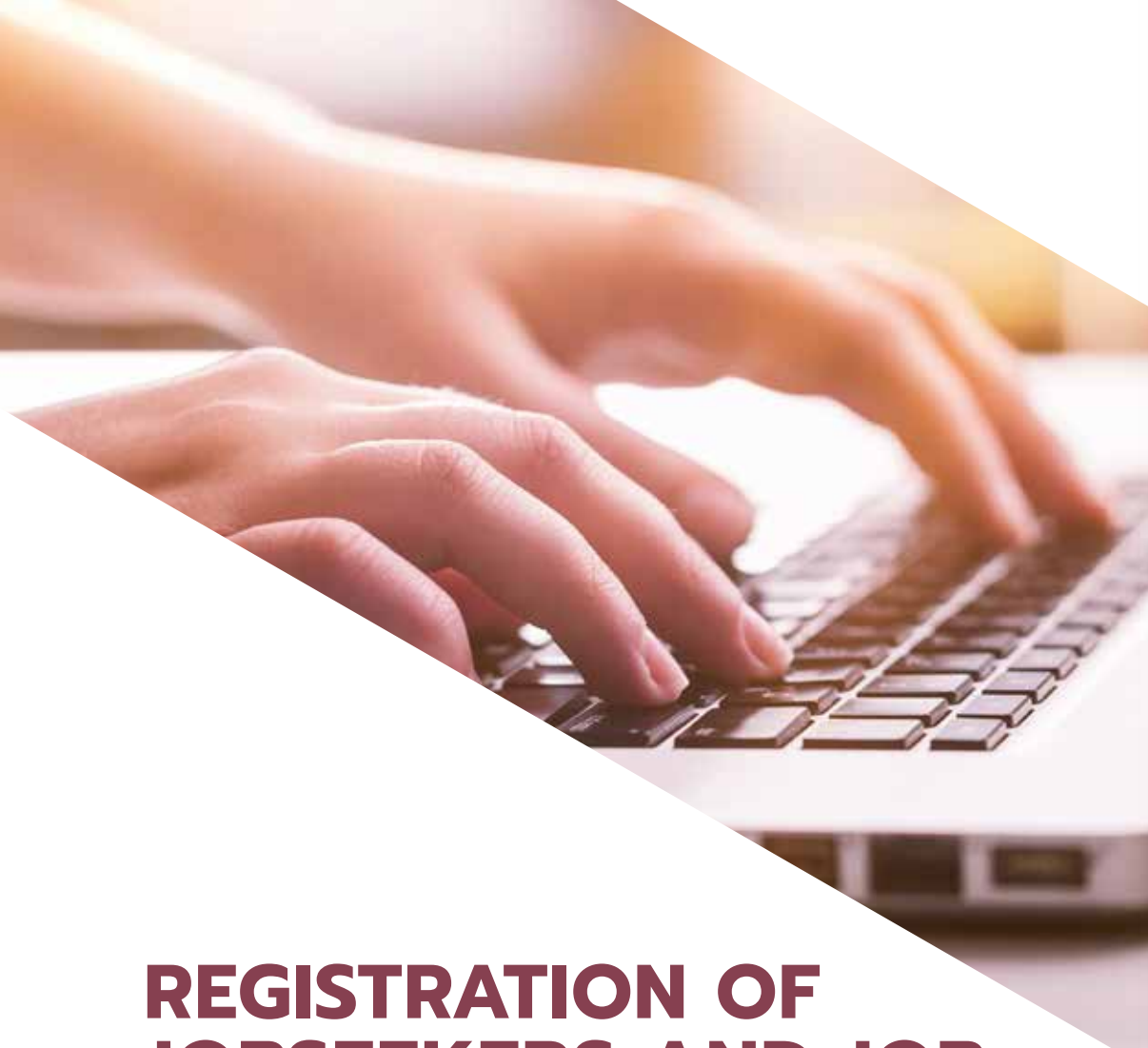
Data collection exercises required as part of EU monitoring frameworks were continued in 2018. These exercises related to the assessment and monitoring of long-term unemployed in Malta, as well as the effectiveness of measures taken with regards to this cohort; the monitoring of the effectiveness of the initiatives provided at national level towards young people who are not in education, employment or training; and the production of quantitative and qualitative data about all the labour market interventions which are unequivocally focused on people with challenges in the labour market - most notably the unemployed, inactive and employed at risk.

In addition to the above, Jobsplus engaged in the study of specific labour market topics, such as the influx of foreign workers in Malta. The outcomes of such studies were presented to a wide audience, ranging from students and career advisors to foreign jobseekers and delegations from other countries, interested in Malta's public employment service and labour market.

Since Jobsplus is also part of the V18 Foundation's Evaluation and Monitoring Steering Committee, it analysed various statistical indicators to establish any changes in the employment structure in Cultural and Creative Industries pre- and during Valletta 2018.

Jobsplus combined a multitude of data sources to conduct analysis and gain intelligence on the dynamics of Malta's labour market. In 2018, data analysis was conducted to obtain information about the wage differential observed between genders. The so-called Gender Wage Gap typically measures the difference between the earnings of men and women, a figure that frequently takes the former as the denominator. While NSO and Eurostat produce estimates of such measures using sources such as the Labour Force Survey and the Job Vacancies Survey, Jobsplus used administrative government data to calculate alternative measures that do not solely look at the gender wage differentials globally, but also take into consideration industry and occupational categories.





REGISTRATION OF JOBSEEKERS AND JOB MATCHING

REGISTRATION SERVICES

Jobsplus continued implementing its legal obligations of registering persons who are actively seeking employment. Unemployed jobseekers interested in making use of the various services are first required to register with Jobsplus by visiting one of the Job Centres. Once registered, a person is automatically allocated an employment advisor and scheduled a first guidance appointment within two weeks of registration.

Between January and December of 2018, a total of 10,341 registration interactions took place. Of the 8,260 unique jobseekers that made use of Jobsplus' registration services, 2,711 were new service users.

With registered unemployment reaching its lowest levels ever, Jobsplus is redeploying resources to engage more and provide full services to persons who are in employment but seeking alternative employment. Such job changers can either register for our services through e-mail (records.jobsplus@gov.mt) by simply creating an online profile on the Jobsplus website (www.jobsplus.gov.mt/register) which contains a number of self-help tools.

Throughout 2018, 18,652 website account requests by jobseekers were accepted, but a staggering 17,535 accounts had to be rejected as the user failed to upload the necessary documents. An additional 2,162 website account requests by employers were approved and activated, whilst another 82 are pending vetting following a request for additional documentation, and 331 have been rejected or deleted. At end December 2018, the number of website accounts amounted to circa 50,000.



JOBSEEKERS' ADVISORY SERVICES

In 2018, 3,010 new personal action plans for jobseekers were drawn up through the jobseekers' advisory services. 7,828 plans were reviewed. 1,818 registered jobseekers were referred for short training courses, traineeships and work exposure.

The Corporation continued to offer jobseekers/job changers uncertain of which career path to follow or who felt the need to undergo a change in their career, the opportunity to undergo a career test and explore the outcome with the assistance of an employment advisor. A number of mock interviews were also staged for jobseekers which lacked recent interview experience. Material to promote these services was distributed during activities taking place in fairs and schools.

Apart from dealing with registered jobseekers, the Corporation's employment advisors took an active role in five career days held in collaboration with a private entity. They also assisted in interventions and re-employment of persons affected by mass redundancy on five separate occasions.

Increased collaboration with schools to bridge the school-to-work transition took the form of eleven bespoke school talks during which 2,700 students were reached. Information sessions for circa 65 foreign youngsters who came to Malta for a short exchange were also organised in collaboration with other local agencies.

Collaboration with LEAP, Department for Social Security, Appoġġ and psycho-social professionals was strengthened with regards to referral of jobseekers who could not register for work but required assistance for job search. Many of those referred were taking the supplementary benefit and their employment advisor followed them and created a plan for them to find a job suitable to their needs.

In October 2018, the jobseekers' advisory services were extended to Servizz.gov Qormi Hub where jobseekers could access such services twice weekly.

In 2018, the jobseekers' advisory services continued to outreach towards job changers, beneficiaries of subsidiary protection and other migrants. This resulted in over 8,300 contacts with clients seeking to change jobs, beneficiaries of subsidiary protection and other migrants.

OUTREACHING TO EMPLOYERS

Jobsplus officials personally met all the 1,302 employers that accepted the invitation to be visited. The meetings were held on-site at the employers' establishments. These employers employ five or more employees and hail from various sectors. The number of employers visited by sector is as follows:

- Accommodation & Food Service Activities: 150 employers
- Arts, Entertainment & Recreation: 36 employers
- Administrative & Support Service Activities: 57 employers

- Professional, Scientific & Technical Activities: 128 employers
- Manufacturing: 92 employers
- Human Health and Social Work Activities: 36 employers
- Construction: 72 employers
- Financial, Insurance and Real estate: 52 employers
- Education Services: 41 employers
- Wholesale and retail trade and repair of motor vehicles and motorcycles: 521 employers
- Information & Communication: 33 employers
- Land, Water and Air transport and postal services: 85 employers
- Others: 56 employers

As a result of this massive outreach exercise, Jobsplus obtained 273 vacancies with which jobseekers could be matched. 369 employers declared that they were experiencing labour shortages and provided details of the employee profile and skills they were looking for. Thirteen employers showed an interest in employing persons with disability. 469 employers registered with the Jobsplus' website immediately after or during the visit while 835 employers showed an interest in Jobsplus' initiatives and schemes, such as the Investing in Skills Scheme, the Access to Employment Scheme, Traineeships, Work Exposure Scheme, Youth Guarantee, Courses, Job Brokerage and Training Pays Scheme.

Mass outreach through 25 issued automailers was carried out to inform jobseekers of employment opportunities or employers about various initiatives. This resulted in 203 vacancies being advertised through the automailing system.

VACANCIES RECEIVED AND JOB MATCHING

In 2018, a total of 25,336 private sector vacancies were received and processed by Jobsplus. These vacancies were marketed through various channels including Job Centres, Jobsplus' website, EURES website, daily electronic automailers and contacts with employment advisors.

In addition to the basic marketing and matching service, the Corporation continued to offer bespoke recruitment services. Fourteen Customised Recruitment Services and one Recruitment Drive (Hospitality Industry) were held. The recruitment services adopted ranged from simple receipt and filtering of applications to more advanced pre-assessment and short listing of applicants based on the needs of the particular employer.

A total of 4,711 vacancies from public sector entities were notified to Jobsplus according to the provisions of Article 15 Chapter 343 of the Laws of Malta.

The number of persons placed in employment by Jobsplus amounted to 5,097 in 2018 (excluding persons with disability and vulnerable jobseekers).

Jobsplus reviewed the online matching system in order to ensure that it remains relevant for the local labour market. This required ongoing and extensive labour market research, gathering feedback from

stakeholders, and coming up with solutions to simplify the system and enhance the accuracy of the match results.

In 2018 select filters were introduced on certain match components such as languages and licences, increased the match result weightings for the competency component, introduced new algorithms and lowered the match result threshold.

2018 also saw the launch of the Occupational Handbook which is available online on Jobsplus's website. This Handbook assists those providing jobseeker advisory and career guidance functions and jobseekers by providing information about the most sought after occupations, the qualifications and competencies required of the job incumbent, the median pay and anticipated demand for a particular occupation. It is also useful to employers as it can be used to guide them in the development of job descriptions and selection criteria in recruitment.

LAW COMPLIANCE

During 2018, 5,041 inspections were carried out, and these resulted in the identification of 3,404 law infringements. In addition, ten joint inspections were held with the Immigration Police in accordance with duties and responsibilities laid down in the Sanctions Directive 2009/52/EC. Cases of suspected human trafficking were brought to the attention of the Executive Police. Evidence was presented in nine court sittings, during which 314 cases were presented and 234 cases were processed.

853 jobseekers were removed from the register during 2018 for refusing an employment or training opportunity, or being found working and registering.

INTERNSHIP NOTIFICATIONS

Employers taking on interns within their company are required to notify Jobsplus about the placement. Between May and December of 2018, Jobsplus received and processed a total of 262 Internship Notifications.

PROVIDING EVIDENCE IN LEGAL FORA

Jobsplus was frequently called to provide evidence about the registration and employment history of individuals according to its administrative records. Evidence was provided in 713 Criminal Court sittings, 35 Civil Court sittings, 29 Tribunal Sittings and 75 Family Court sittings.



UPSKILLING OF THE WORKFORCE

TRAINING COURSES ORGANISED BY JOBSPLUS

Throughout 2018, Jobsplus offered a wide variety of courses covering employability skills, language and numeracy skills, office skills, accounting, trade skills, caring skills, sales and marketing, security guard courses, IT skills, first aid and food handling. The total number of individuals who started a course with Jobsplus in 2018 was 4,706. 60 per cent of the trainees were women, whereas the remaining were men. 86% of trainees completed their training course successfully. Two thirds of those successfully completing a course attained an accredited certificate. The majority of these trainees managed to attain an MQF level 3 qualification. Amongst those trainees who received training during the operational year under review, 71% were employed persons. Another 7% were registering unemployed. The rest were neither employed nor registering for employment with Jobsplus.

In 2018, the Corporation in collaboration with the Institute of Public Service started offering training to government employees who work in lower grades. The ultimate scope of this collaboration is to upskill these workers. The areas in which training was offered were: carpentry, digital literacy, languages, first aid, gardening, tile laying, plumbing and plastering.

Besides the advantage of attending a course free of charge, employed persons who earn less than €300 basic pay per week may also apply for the Average Wage Earners Scheme. This scheme offers a financial allowance of €25/week for those who successfully complete a Jobsplus course of their choice. In 2018, Jobsplus received a total of 540 applications, out of which 500 applications were confirmed eligible and 467 applications were processed for payment and paid. In 2018, the funds disbursed amongst 402 unique individuals amounted to €119,175.



TRAINEESHIP, WORK EXPOSURE AND EXPERIENCE SCHEMES

Throughout 2018, Jobsplus offered training opportunities in the form of Traineeship, Work Exposure and Work Placement schemes. These schemes are part-financed by the European Social Fund and are aimed at providing jobseekers with valuable job experience and exposure that facilitates transition into employment. The following table shows the participation per scheme and the trainees' status as at end December 2018.

SCHEME	PLACED	STARTED	COMPLETED THE SCHEME
Traineeship Scheme	43	39	25 (9 of these started in 2017)
Work Exposure Scheme	257	251	179 (13 of these started in 2017)
Work Placement Scheme	19	19	11 (4 of these started in 2017)

MONITORING OF TRAINING

108 on-site visits were performed to verify the quality of training being delivered during Jobsplus' home-grown courses. Desk-based checks were also carried out prior to the processing of payments due to trainers and the issuing of trainees' certificates.

A further 1,005 visits, of which 619 were announced and 386 were unannounced, were held in both Malta and Gozo. These visits focused on the quality of training provided under the Work Exposure Scheme, Traineeship Scheme, Work Placement Scheme, Youth Guarantee Scheme, and the Work Programme Initiative. Such initiatives are administered by Jobsplus and part-funded through the European Social Fund. These visits consist of monitoring officers observing participants during their workplace experience, interviews and questionnaires with employers and participants.

TRAINING PAYS SCHEME

Individuals who followed a course that is not offered by Jobsplus could apply for a financial grant under the Training Pays Scheme. This scheme, which is part-financed by the European Social Fund, reimburses individuals the equivalent of 75 per cent of the training cost capped at €1,000. Individuals may choose any course as long as the latter is pegged up to MQF level 5 and is offered by a training service provider that is licensed by the National Commission for Further and Higher Education. In 2018, Jobsplus received 359 applications. 85 per cent of these applications were deemed as eligible, whilst 10 per cent were rejected and 5 per cent of the applications were withdrawn by the applicant. Moreover, throughout 2018, Jobsplus started processing reimbursements. In 2018 the sum of €15,877 was disbursed.

TRADE TESTING

The aim of trade testing is to assess individuals who have acquired knowledge, skills and competence in a particular occupation but do not possess a formal qualification. In 2018, 306 individuals were assessed in 22 occupations; such as care work, electrical fitting, plumbing, plastering, tile laying, rubble wall building, welding and woodwork. Over 80 per cent of the individuals who passed the assessment acquired a Certificate

of Competence in the occupation in which they were assessed. Candidates are assessed through an interview, portfolio, a theoretical and a practical test. 55 per cent of the total number of persons who have sat for trade testing were individuals working in the construction industry and needed the certificate to qualify for the Skills Card.

TRAINING DESIGN AND QUALITY ASSURANCE

In 2018, Jobsplus sought the accreditation or re-accreditation of the VET Award as Assistant Tile Layer (MQF Level 2), VET Award in Tile Laying (MQF Level 3), VET Award in Plastering (MQF Level 3) and the Award in Basic English for Care Workers (MQF Level 2).

Feedback obtained through one-to-one meetings with employers showed that the latter prefer prospective employees to possess soft skills. In order to address the employers' needs, Jobsplus developed courses that impart soft skills and their accreditation will be sought in 2019. The areas in which Jobsplus will be offering soft skills courses are: communication skills, team work, interpersonal skills, English for business, customer care, planning and organisational skills, and work ethics.

In July 2018, Jobsplus also went through its first External Quality Audit that was conducted by the National Commission for Further and Higher Education. During the three-day audit, the processes of course design, course coordination and quality checks performed were reviewed by a Peer Review Committee. Jobsplus is still waiting for the report outlining the main findings of this external audit.

INVESTING IN SKILLS SCHEME

This Scheme promotes the training of persons actively participating in the Maltese Labour Market with the aim to increase productivity and enhance adaptability. Through this scheme, employers are assisted financially to provide training opportunities to their employees. The Scheme has an allocation of €8 million.

In June 2018, Jobsplus introduced new eligibility criteria so that NGOs and Social Partners who did not conduct an economic activity were deemed as eligible to benefit from the Investing in Skills Scheme, thus increasing funding opportunities to more employers.

The output indicator to be achieved until the end of 2018 in relation to the number of persons supported through the Scheme was set at 1,570 unique trainees. This indicator was surpassed since over 2,500 unique trainees were subsidised. 96% of these trainees were Maltese and the remaining 4% were Gozitan. Furthermore, the result indicator for 2018 was also fully achieved since 99% of the trainees subsidised obtained a qualification or certification in relation to the 87% target.

Since the launch of the scheme in March 2017, 1,108 applications were received, of which 723 were submitted in 2018. Jobsplus conducted over 660 monitoring visits with regards to the IIS. In 2018, 459 visits were conducted of which 428 unannounced.



ACTIVATING THE ECONOMICALLY INACTIVE AND JOBSEEKERS

FREE CHILDCARE SCHEME

The Free Childcare Scheme was launched in April 2014, whereby Government provides free childcare services to parents/guardians who work or who are pursuing their education. The childcare service is offered through a Public-Private Partnership with Registered Childcare Centres. The concept behind the scheme is to create ideal conditions for an enhanced work-family life balance, and stimulate an increased participation of women in the workforce: an important pillar for economic growth and sustainability.

Since the introduction of the scheme, over 15,800 children aged between 0 to 3 years have benefitted from free care at any particular month. As a result, the number of childcare centres which are currently providing their services as part of the Free Childcare Scheme has risen from 69 in April 2014 to 129 by the end of 2018; 89 per cent of which are privately owned.

2018 was the second consecutive year whereby the scheme's operations were solely managed and administered by Jobsplus. Throughout the year, 6,737 children made use of the Free Childcare Scheme at any particular month, out of which 3,343 were new applicants. A total of 3,723 new applications and 24,474 change requests were processed, and payments were issued to centres amounting to a total of €20.4 million.

In order to guarantee quality childcare services, rigorous monitoring checks are being undertaken through unannounced site visits.

Furthermore, direct communication with parents/guardians who were benefitting from the Scheme was introduced for the first time through the launch of the Free Childcare Scheme's official Facebook page, as well as an email marketing campaign comprised of ongoing monthly newsletters targeted towards bringing specific insights as to how the Scheme works; such as monthly entitlement, absence entitlement, and tips on how parents can plan ahead and track their child's attendance and progress through the Scheme's dedicated online portal.

The Free Childcare Scheme is contributing towards Malta's social and economic infrastructure. With the number of mothers in the labour market steadily increasing, this is leading to higher state contributions and reduced dependency on state welfare. The Scheme also has a positive effect on increased investment in human capital, and helps prevent the transmission of inequalities since the labour market will be more gender-balanced.

YOUTH GUARANTEE SCHEME

Following the successful implementation of the first phase of the Youth Guarantee scheme, Jobsplus has once again recommitted itself to ensure that all young people under the age of 25 years receive a good quality offer of continued education, traineeship or employment. The second phase of the scheme was launched in 2016 and is part-financed through the 2014-2020 ESF Programming Period for Malta. This continued throughout 2018 with 57 youths placed on work exposure.

Experience has shown that the participating young persons need additional and ongoing support once they are placed with an employer. In order to facilitate the success of such placements, the Corporation made use of job coaching services. The level of service offered by job coaches varied in accordance with the needs of participants. 33 youngsters were assigned a job coach during 2018. Job coaches made 237 visits to employer establishments to assist these youngsters to retain their job.

Specific initiatives under the Youth Guarantee Scheme are: SEC Preventive Classes to assist youngsters in obtaining better marks in the core subjects: Maths, Maltese, English, Physics, and Biology; a summer course in ICT targeted mainly towards students attending the Alternative Learning Programme; and the NEET Activation Scheme II which provides youths with tailored training and psychosocial support as well as a work experience that will help them find gainful employment.

588 participants benefitted from SEC Preventive Classes during 2018, of which 433 obtained higher marks. The 2018 student feedback report shows that following the classes, the majority of participants felt that they were prepared for the examinations they were going to sit for. Furthermore, in the absolute majority of cases the behaviour and environment in class was perceived to be warm and friendly. Overall it is positive to note that the learning experience for the large majority of the students was satisfactory with almost a third declaring that it was very satisfactory. Through the evaluation process, a number of actionable recommendations came to light, including the launch of the students' and parents' survival guides, which are available on the Youth Guarantee Scheme website.

89 students attended MCAST Preventive classes in 2018, with 81 achieving full qualification or progressing in the course.

The ICT summer course enabled 23 youngsters to obtain an MQF qualification at level 2 and 53 others a qualification at level 3. In 2018, the eligibility

was widened to include participants who have just finished the Alternative Learning Programme, youth referred by the school guidance teams, as well as inactive youth who are not in education, employment or training. To help students facing a language barrier, a preparatory course in English complementing the Level 2 ICT Course was introduced.

Under the NEET Activation Scheme II, 34 groups have undergone training since the launch of the scheme in Q4 2016. Five training groups were organised in Gozo, while the remaining 29 were held in Malta. 334 youths have been profiled with 136 participants attending over 80% of their training, and 111 participants achieving a training certificate accredited at MQF Level 2.

Suggestions put forward by employers regarding better communication between involved parties, especially in the initial work exposure phase, were heeded. During 2018, an FAQ booklet was designed and made available to interested employers in both printed and digital versions. An online version of the employers' application form which has been created through servizz.gov was made available in both Maltese and English. Furthermore, a team was set up so as to guide employers and participants at the initial phase of the work exposure. This briefing is done at the place of work and includes an overview of how to fill in documents, including attendance sheets, etc.

The majority of the interviewed participants of the NEET Activation Scheme II rated their participation as positive, stating that they gained additional knowledge and experience working with other staff members, and improving their social and communication skills as well as overcoming anxieties. Furthermore, the majority of the participants stated that they were confident that the skills acquired through the scheme would help them find employment.

The past scholastic year (2017-2018) saw a substantial increase in outreach activities, ranging from information sessions with educators and psychosocial teams to full-blown national events such as the I Choose

fair. The latter was visited by the entire school-leaving cohort of Malta and Gozo. At every school-based or nation-wide educational event attended, participants were not only provided with comprehensive materials, but were given the opportunity to engage in focus-group style motivational sessions with the team.

The Youth Guarantee Scheme was promoted through initiative-specific social media campaigns using the Youth Guarantee Facebook and Twitter pages, website and YouTube channel, as well as radio interviews. This led to the establishment of a solid network of educators and event organisers that will enable Jobsplus to organise further activities in the future.



MATURE WORKERS SCHEME

The Mature Workers Scheme remained available to employers recruiting persons aged between 45 and 65, and who have been registering for work on Parts 1 and 2 of the unemployment register for the preceding six months. Eligible employers were entitled to a maximum of €11,600 in tax deductions for the first two years of employment for each employee employed under the scheme. Employers were also eligible for a further tax deduction equivalent to 50% of the cost of training, up to a maximum of €400. 214 applications by employers were processed this year.

COMMUNITY WORK SCHEME

A concession Agreement for the Operation and Management of the Community Work Scheme Enterprise Foundation was signed between Malta Investment Management Company Ltd and the General Workers Union in 2016. At end 2018, the number of participants amounted to 847 employees, of whom 673 are men and 174 are women.

WORK PROGRAMME INITIATIVE

The Work Programme Initiative is targeted towards the long-term unemployed. Jobsplus, together with three private sector Service Providers, are working to help long-term job seekers re-integrate in the labour market. The Work Programme structure is based on a process that should lead the participant to improve their employability skills, with the final aim of placing the person in sustainable employment.

During 2018, 166 Work Programme contracts were signed and a similar amount of participants were profiled. Out of these participants, 70% were women and the remaining 30% were men. 164 of those profiled were Maltese residents whilst two were Gozitan.

125 participants attended a total of 1,020 course instances. 138 participants who finished their mandatory training course as required by the tender regulations were placed into employment.

From the beginning of the project till end 2018, 1,559 Work Programme contracts were signed with 981 men and 569 women. Since 2015, 1,522 profiles were drawn up and 1,115 participants started a training course, amounting to 3,597 course instances. Engagements forms processed up till 2018 show there were 410 placements after mandatory training and 342 placements before mandatory training, adding up to 752 placements, distributed amongst 501 participants.

VASTE PROJECT

Throughout 2018, Jobsplus and the Lino Spiteri Foundation continued the implementation of the VASTE Project funded by the European Social Fund. This €11 million Project consists of measures focused on enhancing and promoting the skills and abilities of persons with disability and vulnerable individuals (former inmates, former substance-abusers and other socially-challenged individuals).

Professional assessments are carried out to offer services to clients according to their specific needs. Since 2016, 931 unique disabled persons and vulnerable individuals, including 108 Gozitans, received one or more of the following support or training measures: Sheltered Employment Training, Pre-Employment Training and the Basic ICT Training and mentoring of clients prior and during employment as necessary. A number of NGOs have been contracted by Jobsplus to provide specialised services to the vulnerable client group.

During 2018, Jobsplus and LSF focused on supporting employed disabled persons on-the-job, increasing retention in employment while concurrently creating new employment opportunities for more individuals.

By the end of 2018, 175 vacancies were generated through 600 visits to various companies. LSF placed 138 disabled persons in employment, of which more than half benefited from LSF's job carving method. The number of private companies which are in line with the 2% quota of disabled employees increased by 12% between December 2016 and December 2017.

Circa 30,000 job coaching hours were spent on supporting the transition and retention in employment of clients through ongoing assessments and follow-up plans. Pre-employment preparation for specific job opportunities was tailored for individuals that needed further support. In addition, ongoing job coaching services have been provided within the Headstart Programme which in 2018 enrolled 31 disabled persons.

VULNERABLE JOBSEEKERS

A total number of 124 vulnerable clients were placed in employment in 2018. Another 54 vulnerable clients were placed after the completion of a rehabilitation programme with CARITAS or OASI. Through the LEAP2 Enterprise Project, in which Malta Enterprise and Jobsplus are partners, six vulnerable persons started to benefit from a grant of €25,000 aimed at financially assisting them to start their own business. The grant will be disbursed over a period of 24 months. Mentoring services were offered by Jobsplus to guide these clients during the application process; a service which will continue during the initial phase of self-employment.

Mentoring services were provided to 49 vulnerable jobseekers to support them during the pre-employment phase through mock interviews and specific motivational sessions. Mentoring is also offered to both the vulnerable clients and their employers should the former secure employment.

Guidance services started being offered on a weekly basis to inmates at least two months prior to their release date. This service has been enhanced through collaboration with CCF care planners, other professionals, case conferences and monthly networking meetings with various stakeholders. It is evident that Jobsplus' collaboration with LEAP and CCF care planners has produced positive results with 152 inmates assisted in 2018, of which 13 benefited from the Bridging the Gap scheme, whilst 62 found employment.

A new outreach service at the Stimulants Clinic was introduced in 2018 to offer services to jobseekers undergoing a detoxification process from cocaine and other synthetic drugs. During this year, 69 vulnerable clients were assisted at the Detox Clinic, the Stimulants Clinic and at the Qawra LEAP Centre.

New services have been incorporated in the Cooperation Agreements with Caritas, Oasi and Richmond Foundation, through which 32 vulnerable jobseekers were provided with counselling and psychotherapy services to improve their employability.

BRIDGING THE GAP SCHEME

In 2018, the Bridging the Gap scheme continued to offer support to both disadvantaged jobseekers and employers with the result of 45 persons with disability and 20 vulnerable jobseekers participating in this scheme.

DOCUMENT MANAGEMENT PROJECT

At end December 2018, 58 disabled Gozitans were in employment with MaltaPost subsidiary Tanseana Ltd, under the Jobsplus document management project in Gozo with the involvement of 11 public entities. All employees are being supported by a number of job coaches from the Lino Spiteri Foundation.

MEDICAL AND OCCUPATIONAL THERAPY ASSESSMENTS

In 2018, Jobsplus' Medical Officer confirmed the entry of 357 individuals in the Persons with Disability Register. Subsequently, Jobsplus's occupational therapist further conducted 504 assessments of disabled and vulnerable jobseekers.

EXEMPTION OF THE EMPLOYER'S SHARE OF THE NATIONAL INSURANCE CONTRIBUTION AND FISCAL INCENTIVE SCHEME

In 2018, Jobsplus processed 197 applications for the exemption of the employer's part of the National Insurance Contribution. Furthermore, 173 applications from 64 different employers were eligible and have been paid the amount of €433,536.36 in fiscal initiative in relation to 209 disabled employees.

The contributions for 2015/2016 employment quota of disabled employees were settled by the end of October 2018, whereby €1,637,200 was collected. In 2018, the Corporation issued invoices to 487 different enterprises in relation to the contributions for 2017, whereby till end December 2018, 246 enterprises paid the amount of €888,400 in contributions.

ACCESS TO EMPLOYMENT SCHEME

This Scheme provides employment aid to enterprises in Malta and Gozo to promote the recruitment of the disadvantaged, severely disadvantaged and

registered persons with disability. The aim of the Scheme is to facilitate the integration of job seekers and inactive people in the labour market. The Scheme has an allocated budget of €12 million.

In June 2018, Jobsplus introduced new eligibility criteria applicable to the Access to Employment Schemes so that NGOs and Social Partners who did not conduct an economic activity were deemed as eligible to benefit from the scheme.

Since the start of the Access to Employment Scheme in June 2015 until the end of 2018, 675 unique employers applied for the funding of 1,623 participants. 1,058 participants are still active and employed with 496 different employers. 63% of the participants are Maltese, while the remaining 37% are Gozitan. During 2018, Jobsplus received 447 applications which resulted in the employment of 319 participants.

The financial outlay by the end of 2018 indicates that the total amount contracted was €6.7 million, of which €1.8 million were committed during 2018. The value of funds disbursed till the end of 2018 was €3.9 million. The targets set until end 2018 were to contract €6.4 million and disburse €3.7 million. This means that in both cases the targets were not only reached but also surpassed.





ADDRESSING LABOUR DEMAND THROUGH MIGRATION



EURES MALTA

In 2018 EURES Malta continued to advise and assist local jobseekers who intended to move abroad and EU national jobseekers intending to move to Malta to work, as well as local employers who wanted to recruit EU Nationals. Given the current labour market situation, the focus was on attracting workers to Malta. EURES staff assisted jobseekers and employers via email, phone, social media, online chat or face-to-face meetings.

In 2018, the 493 vacancies processed by EURES Malta resulted in 74 placements. The EURES Malta team assisted 958 jobseekers and 318 employers. While 92% of jobseekers were foreigners intending to work in Malta, all of the employers that made use of the EURES services were locally-based and seeking foreign employees to fill their vacancies. The EURES Malta team participated in a number of online recruitment events as well as two Job Fairs abroad, one in Sicily and one in Torino. The aim of our participation was to assist employers in filling their vacancies and attracting workers to Malta in sectors that are not being serviced by the local labour force.

EURES Malta also continued to receive and filter applications made in response to all the vacancies managed. This is an added service offered to employers. A total of 2,097 CVs were received and shortlisted for the various vacancies.

The EURES Malta Facebook page remains popular for job search and now has more than 8,000 'likes'.

The Maltese NCO attended EU level meetings concerning the operations and strategy of EURES. In addition, the draft admission system to admit new members and partners to the local EURES network was finalised in May 2018. Work also continued on the interoperability of the Jobsplus and EURES systems which are required in order to automatically transfer CV and vacancy data as per obligations specified in the EURES Regulation 2016/589.

PROJECT FOR MIGRANTS

In 2018 Jobsplus signed a grant agreement under the AMIF funds for a project targeting migrants. The 'Employment Support Services for Migrants' project aims to enhance the guidance and job brokerage services, and provide basic tailor made courses, and other professional support with the aim of facilitating the transition of migrants into employment. In 2019, the first project tenders will be issued.

A number of tailor-made interventions targeted at migrants and/or other relevant stakeholders were also undertaken. In 2018, ten activities (information sessions, workshops, conferences...) were organised specifically to promote services aimed at upskilling and improving the employability of migrants.

The Job Brokerage Office assisted employers who required the short-term service of migrants. In 2018, the office received 459 short-term service requests

by registered companies/NGOs and 646 migrants came to enrol for the service for the first time. 928 migrants had the opportunity to participate in one or more service requests, and out of these 37 migrants informed us that the company offered them full-time employment.

The working group aimed at discussing; and where possible, tackle issues relating to migrants and employment; continued to meet on a regular basis, facilitating service enhancements and increased collaboration between actors working with migrants. Indeed, many of the activities carried out with migrants or stakeholders were done in collaboration with members of this working group.

EMPLOYMENT LICENCES

The increased inflow of economic migrants and labour demand shortages led Jobsplus to simplify procedures to assist employers fill the significant labour shortages found in various industries.

Following the implementation of the Declaration of Suitability in 2017, prospective employers are encouraged to submit this declaration of competence for all applications. This declaration may be taken into consideration if the third country national's suitability cannot be verified through the accreditation of qualification certificates and/or confirmation of reference letters. Nonetheless, the Declaration of Suitability cannot replace confirmation of suitability for occupations requiring a certain level of skill.

To further encourage and facilitate the employment of third country nationals who are already in Malta, Jobsplus in collaboration with other entities, is giving the possibility to third country nationals studying in Malta to take up temporary employment, subject to the issuing of a specific employment licence. These licences are generally issued up to the validity of the TCNs' authorisation to reside in Malta as students. Similarly, a number of applications for extensions of employment licences were also exempt from certain aspects of the labour market test. Such exemptions were taken into consideration in view of the present situation of the Maltese labour market.

In 2018, 34,722 applications were processed resulting in a 66% increase over the previous year, of which 27,154 were Single Permit Applications (including Blue Card applications). Following receipt of these applications, Jobsplus issued 32,813 Employment Licences, out of which 25,359 were sent as recommendations for Single Permits, and objected to 1,779 applications.

COMMITTING OURSELVES TO EMPLOYEE DEVELOPMENT AND WELL-BEING

RECRUITMENT AND SELECTION

There were 317 persons employed at Jobsplus at end December 2018. The annual Jobsplus staff turnover is 7.5 years and the average age of Jobsplus employees is 39.2. 14% of Jobsplus' employees are using family-friendly measures.

Jobsplus continued to strengthen its workforce with the engagement of a number of employees at different levels within its structure. A number of recruitment drives took place during 2018, in order to employ new staff to replace persons who resigned or retired from employment at Jobsplus, as well as to temporarily replace staff members who have adopted family friendly measures throughout the year. The current recruitment cycle time is 20.9 days.

CAREER PROGRESSION PROCESS

The Career Progression process was implemented for the first time in 2018. Those employees who were eligible for consideration to move to the next higher grade and who met the eligibility criteria were assessed through the performance appraisal system and a colloquium. There were 49 employees who were eligible. Of these, 31 applied and 17 were successful indicating a 55% success rate.

TRAINING AND DEVELOPMENT

Jobsplus channelled considerable investment towards the personal and professional development of its employees to fulfil their potential and further their skills. Training was mainly conducted through the Institute of Public Services.

Seven staff members applied for sponsorship of their academic studies of which six were approved by management based on a number of set criteria. The studies sponsored were as follows: M.Sc. in HRM & Training; Masters in Business Administration; Advanced Diploma in Accounting and Business; Diploma in Community Access for Disabled Persons; and Diploma in Human Resources.

Jobsplus is proud that 61% of its employees hold a Diploma, Degree, Master's Degree or Doctorate Degree.

The People Management Department continued to organise training for Jobsplus employees in a number of areas as shown below:

- Induction Training
- Accounting and Office Administration
- An introduction to the assessment of people at work
- Basic Fire Fighting
- Basic First Aid and Emergency first aid
- Mental Health First Aid and Paediatric First Aid
- Effective Communication
- Data Protection and GDPR Awareness
- Customer Care (Directive 4.1)
- Changes to CPR Regulation
- Coping with difficult people at work
- ECDL Advanced Modules
- Electronic Public Procurement
- Funding Programmes in the EU
- How to organise and take minutes
- Introduction to Process Mining
- Management and Leadership
- Managing Change
- Organizational behaviour
- People Management Skills
- Principles of Risk Assessment
- Professional Business Writing
- Public Speaking
- Teamwork and common goal attainment
- Time Management
- Wellbeing: Living with diabetes
- Wellbeing: The science of nutrition
- Working with Migrants

The total number of training hours delivered was 4923.5. Hence, the average number of training hours per employee is 15.6. Staff members were presented the Skills Passport indicating the courses that they covered during the year 2018.

The Training calendar of events was disseminated to all staff on a monthly basis. This included the identification of a number of courses plus a number of free e-learning courses which staff could benefit from. All online courses are delivered by universities and colleges, and most of them are complemented with online video clips to facilitate learning.

ANNUAL GENERAL MEETING

The AGM was held in February 2018. The focus during this Annual General Meeting was on the new vision for Jobsplus, the future of work and waste separation.

THE ROLE OF DATA PROTECTION WITHIN JOBSPLUS

A General Data Protection Regulation Compliance Audit was undertaken at Jobsplus in the first quarter of 2018. All managers at Jobsplus were involved in this exercise by describing the processes for which they are responsible and providing the documentation in use to the auditors. The final report was eventually provided to Jobsplus with a number of recommendations. Jobsplus immediately started to address the recommendations put forward. More than fifty documents in the form of policies and procedures, and the general data protection inventory were drawn up to ensure that its operations are in line with the provisions of the Data Protection Act 2018 and the General Data Protection Regulation.

In addition, 22 tips pertaining to the GDPR were sent to all staff. These have been deposited on the Corporation's intranet. All Jobsplus employees underwent training on basic GDPR awareness.

HEALTH AND SAFETY AT THE WORKPLACE

Jobsplus remained committed to providing a healthy and safe working environment for its employees. 27% of staff members attended First Aid or Fire Awareness courses.

Risk audits help to identify hazards and in a way address cost savings by preventing any accidents to occur. Fire drills were also conducted at all Jobsplus' sites. All fire extinguishers were tested and maintained on a regular basis. This also included health and safety kits and fire extinguishers in all Jobsplus vehicles. Management decided to rope in external health and safety officers to focus on general risk assessments and fire drills at Jobsplus. The minor health and safety risks identified are being addressed until all are eliminated.

The quarterly Health and Safety Newsletter is being deposited on the Corporation's intranet.

EMPLOYEE WELL-BEING

One of Jobsplus' core values is to safeguard its employees' well-being. Initiatives taken in this regard include medical consultations and the organization of a Mental Health Day during which presentations by professionals on a wide range of issues are made to employees. Awareness is also being maintained through a number of short video clips on health and well-being, and short video clips on mindfulness for well-being and peak performance. Training on well-being was also conducted amongst non-clerical and clerical grades, executives, senior executives and management. Repair works on premises used by Jobsplus employees are constantly undertaken in order to keep them in a good state.



MAKING THE BEST USE OF OUR FINANCIAL AND ICT RESOURCES

PROCUREMENT AND PURCHASING CONTROL

During 2018, eleven calls for tenders amounting to €2,179,347 (excluding VAT) were published. These calls included both locally funded and co-funded calls for tenders. All tenders with a budget estimate between €10,000 and €250,000 (excluding VAT) were published through the Ministry Procurement Unit, whereas, those tenders exceeding a budget of €250,000 (excluding VAT) were published through the Department of Contracts.

Seven calls for tenders were awarded, amounting to €2,077,823 (excluding VAT). Four were cancelled, one of which was re-issued and awarded. Another was awarded, but the Contractor did not sign the contract and therefore the call was categorized as cancelled. In addition, one of the cancelled contracts was part of a tender which was awarded in lots, whereby two lots were awarded and one was cancelled.

Two calls for quotations amounting to €15,472.96 (excluding VAT) were also published but one was later cancelled.

All calls for quotations and tenders which fall under the legal procurement framework were published online through the Electronic Public Procurement System (e-PPS).

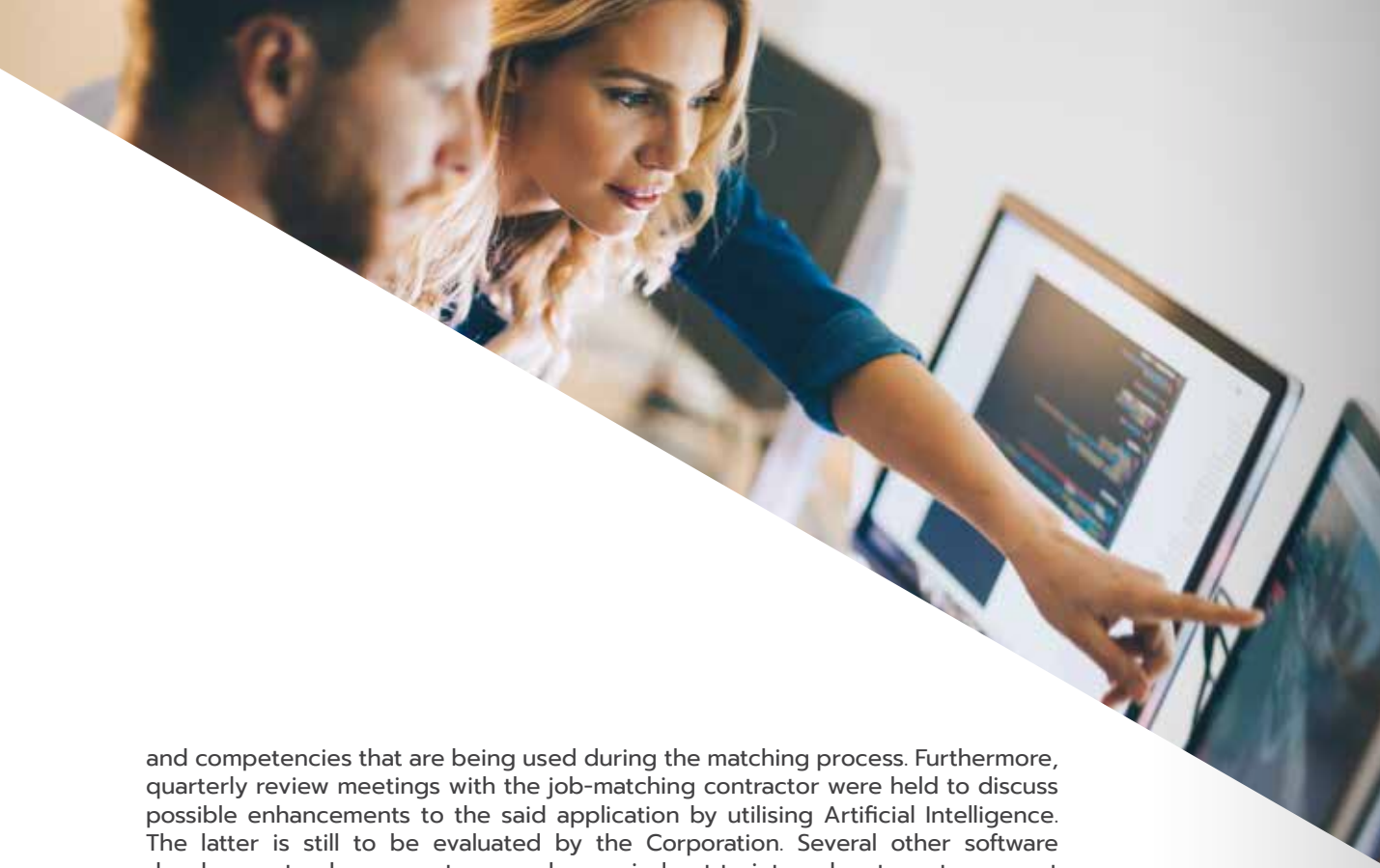
Ten direct orders were awarded which amounted to a total contracted value of €492,880 (excluding VAT). Thus, there was a reduction in the total number of direct orders issued in 2018 when compared to the previous year.

INFORMATION AND COMMUNICATION TECHNOLOGY

To further enhance the employment service operations within the Corporation, a new application was developed in-house for the Job Brokerage service. This entailed the gathering of requirements from the business process owner, analysis, design, development and testing of the system. This new application allows the employment advisors to perform their duties more effectively and efficiently when it comes to assisting migrants during their registration, profiling and placement processes.

Several changes were made to improve the Corporation's portal UI experience and providing further functionalities within the portal to our esteemed clients. These were based on feedback received from our clients and internal stakeholders. These changes involved both in-house software development including changes in the database structure and changes within the web integration services, and thorough testing of the changes before their final deployment.

Several enhancements aimed at improving the matching experience were implemented within the Corporation's job-matching system. Implemented changes were various, including recalibration of the weights assigned to qualifications, work experience



and competencies that are being used during the matching process. Furthermore, quarterly review meetings with the job-matching contractor were held to discuss possible enhancements to the said application by utilising Artificial Intelligence. The latter is still to be evaluated by the Corporation. Several other software development enhancements were also carried out to internal systems to support the changing business process requirements of the Corporation.

During 2017, the ICT team embarked on a challenging project pertaining to the EURES Interoperability. The data transformation software development works were completed in 2018, and the application is now live with data being transferred to the EURES system.

One other challenging project was related to eGovernment services. During the year 2018, all the applicable document forms of the Corporation were converted to electronic forms which could be filled online. Moreover, Jobsplus managed to complete the works related to the integration of the Business First self-employed submission of forms to the Corporation's internal systems.

Jobsplus continued to work on upgrading the operating systems and Microsoft Office software of the users' workstations. This involved the procurement of the required software, hardware which was required to be replaced, their installation, and migration of the user's data from the old environment to the new environment.

The new core backbone network hardware was fully installed and deployed live during the year under review. This project's aim is to strengthen the redundancy of the Corporation's core network backbone architecture. Work started on the setup of a second network link between MITA and the Corporation's head office as a backup to the main network link.

New physical servers' hardware was procured to upgrade the Corporation's data centre facilities; these are planned to be installed and deployed live during 2019. Work also started on defining the technical specifications for uninterruptable power supply equipment to replace the current ones within the DRS.

Several changes were carried out on the Corporation's PABX telephony system to provide better links with call centre agents. New structured network cabling was installed in various locations throughout the Corporation's Head Office, Training Skills Centre, and outposts.

In 2018, Jobsplus embarked on a major project to evaluate its internal ICT systems and processes with a view to providing better services to external and internal customers. A comprehensive business process review of the Corporation's operations is to be undertaken, and this will guide the Corporation to procure ICT hardware facilities and software applications that meet its needs for the next decade.





**REPORT & FINANCIAL
STATEMENTS
31 DECEMBER 2018**



TABLE OF CONTENTS

- 50 | DIRECTORS' REPORT
- 53 | STATEMENT OF INCOME AND EXPENDITURE
- 54 | STATEMENT OF AFFAIRS
- 56 | STATEMENT OF CHANGES IN EQUITY
- 57 | STATEMENT OF CASH FLOWS
- 58 | NOTES TO THE FINANCIAL STATEMENTS
- 75 | INDEPENDENT AUDITOR'S REPORT

DIRECTORS' REPORT

THE DIRECTORS PRESENT THEIR REPORT AND THE AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2018.

DIRECTORS

In accordance with Section 6 subsection (5) of the Employment and Training Services Act, 1990, the Board of Directors shall be appointed for a period of one year and the members of the previous board are eligible for reappointment.

The following have served on the Board of Directors of the Corporation during the year under review:

Mr Clyde Caruana - Chairperson
Ms Alexandra Gatt - Deputy Chairperson
Ms Gabriella Calleja
Mr James Pearsall
Mr Anglu Fenech
Mr Josef Bugeja
Mr Gaetano Tanti
Mr Joseph Farrugia
Mr Frank V. Farrugia
Mrs Marie Grech Caruana
Ms Abigail Psaila Mamo
Mr Oliver Scicluna
Ms Maria Antonia Cassar
Mr Michael Grech
Ms Ingrid Vella Scerri
Mr Andrew Triganza-Scott
Ms Sharon Camenzuli - Board Secretary

The term of office of the current Board of Directors extends to 31 August 2019.

PRINCIPAL ACTIVITIES

Jobsplus has functioned since 3 August 1990 as Malta's national employment service by keeping a register of job seekers and by engaging in the matching of job vacancies with job seekers; a register of persons in employment is also kept to supply data on Malta's gainfully occupied population. It engages in the implementation of active measures in the form of employment and training programmes and schemes with the aim of assisting job seekers to find gainful employment. Job search assistance and training is also extended to persons already in employment to contribute towards the upgrading of the skills portfolio of the workforce.

Jobsplus is an active member of the European Network of Public Employment Services (PES) whose mission statement reads:

"PUBLIC EMPLOYMENT SERVICES AS PUBLIC SERVICES HAVE A SPECIFIC ROLE IN THE LABOUR MARKET: THEY DELIVER SERVICES FREE OF CHARGE TO JOBSEEKERS (BOTH UNEMPLOYED AND JOB CHANGERS) AS WELL AS TO EMPLOYERS, WHICH AIM TO BRING JOBSEEKERS AND VACANCIES TOGETHER, AND ALSO CONTRIBUTE TO IMPROVED TRANSPARENCY IN THE LABOUR MARKET. THEY PLAY THIS SPECIFIC ROLE AMONG OTHER ACTORS."

In improving the functioning of the labour market within which it operates, any PES member shall set national targets and outcomes which will benefit directly their Jobseeker and Employer customers, and which meet the requirements established by Government. A PES member should contribute to:

- the development of labour market policy through the provision and analysis of relevant labour market information and trends;
- the appropriate implementation of labour market policies;
- improved dissemination of employment opportunities;
- a decrease in unemployment through active engagement with jobseekers;
- a reduction in bottlenecks and mismatches in the labour market;
- an increase in labour market participation rates and employment;
- helping the disadvantaged and the more marginalised jobseekers into the active labour market;
- engage in partnerships with other relevant organisations; and
- engage in continuous development of staff skills.

The PES mission statement identifies the strategies to be adopted to reach the above objectives as being: customer focus, early identification and intervention to reduce unemployment spells, modernising service delivery through self-service facilities, partnerships and networking, effectiveness and quality of services. The activities of the Corporation must remain consistent with such mission statement for the foreseeable future.

RESULTS

The Corporation based its expenditure for the year under review on its budgetary expenditure as approved by Parliament.

During the year, the Corporation continued to adopt International Financial Reporting Standards as adopted by the European Union (EU) in its presentation of the financial statements.

The Corporation is reporting an excess of income over expenditure for the year of € 2,906,021 (2017:

€ 2,014,211) which when added from the reserves brought forward from the previous year amounting to € 3,634,750 leaves a balance of € 6,540,771 in reserves accumulated at the end of the financial year.

The result for the year is arrived after considering Government subvention received amounting to € 24,299,819 (2017: € 21,519,831), recurrent expenditure amounting to € 24,799,088 (2017: € 21,325,082) and other income amounting to € 3,335,357 (2017: € 1,819,462).

DISCLOSURE OF INFORMATION TO THE AUDITOR

- At the date of making this report, the directors confirm the following:
- As far as each director is aware, there is no relevant information needed by the independent auditor in connection with preparing the audit report of which the independent auditor is unaware, and
 - The directors have taken all steps that they ought to have taken as directors in order to make themselves aware of any relevant information needed by the independent auditor in connection with preparing their report and to establish that the independent auditor is aware of that information.

EVENTS AFTER THE REPORTING PERIOD

There were no particular important events affecting the Corporation which occurred since the end of the reporting period.

RESPONSIBILITIES OF THE BOARD OF DIRECTORS

The Employment and Training Services Act, 1990 Section 20(1) requires the Corporation to keep proper books of accounts and other records in respect of its operations and to prepare a statement of accounts in respect of each financial year.

The Board of Directors is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Corporation and to enable them to ensure that the financial statements have been properly prepared in accordance with the requirements of International Financial Reporting Standards as adopted by the EU. This responsibility includes designing, implementing and maintaining internal controls relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error. They are also responsible for safeguarding the assets of the Corporation and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

AUDITORS

The auditor Grant Thornton has intimated its willingness to continue in office.

This report was approved and authorized for issue by the Board of Directors on 22 February 2019, and signed on its behalf by:



MR CLYDE CARUANA
Chairperson

Registered address:
Head Office
Hal Far, BBG 3000
Malta

22 February 2019



MS ALEXANDRA GATT
Deputy Chairperson

STATEMENT OF INCOME AND EXPENDITURE

	NOTES	2018	2017
		€	€
Subvention from Consolidated Fund	4	24,299,819	21,519,831
Recurrent expenditure		(24,799,088)	(21,325,082)
(Deficit) Income from recurrent expenditure	5	(499,269)	194,749
Income from disability contribution	6	1,268,200	1,431,400
Income from employment licences and other services		463,975	388,062
Income from ESF projects' indirect expenditures		1,603,182	-
		2,836,088	2,014,211
European Social Fund projects			
Project finance		5,035,943	2,526,128
Project costs	8	(4,966,010)	(2,526,128)
Deferred grants		61,654	59,310
Depreciation on ESF property, plant and equipment		(61,654)	(59,310)
		69,933	-
Net excess of expenditure over income		2,906,021	2,014,211

STATEMENT OF AFFAIRS

	NOTES	2018	2017
		€	€
Assets			
Non-current			
Intangible assets	10	152,444	210,067
Property, plant and equipment	11	1,243,638	1,361,379
Property, plant and equipment ESF projects	12	489,424	539,660
		1,885,506	2,111,106
Current			
Inventories	13	20,725	23,383
Receivables	14	2,513,977	4,859,985
Cash and cash equivalents	15	5,847,589	340,318
		8,382,291	5,223,686
Total assets		10,267,797	7,334,792

STATEMENT OF AFFAIRS - CONTINUED

	NOTES	2018	2017
		€	€
Equity			
Endowment capital	16	582,343	582,343
Accumulated reserves		6,540,771	3,634,750
Total equity		7,123,114	4,217,093
Liabilities			
Non-Current			
Deferred grants	17	445,703	480,351
		445,703	480,351
Current			
Deferred grants	17	43,721	59,309
Trade and other payables	18	2,655,259	2,578,039
		2,698,980	2,637,348
Total liabilities		3,144,683	3,117,699
Total equity and liabilities		10,267,797	7,334,792

The financial statements on pages 5 to 26 were approved and authorized for issue by the Board of Directors on 22 February 2019 and signed on its behalf by:



MR CLYDE CARUANA
Chairperson



MS ALEXANDRA GATT
Deputy Chairperson

STATEMENT OF CHANGES IN EQUITY

	CAPITAL	RESERVES	EQUITY
		€	€
At 1 January 2017	582,343	1,620,539	2,202,882
Excess of income over expenditure for the year	-	2,014,211	2,014,211
At 31 December 2017	582,343	3,634,750	4,217,093
At 1 January 2018	582,343	3,634,750	4,217,093
Excess of income over expenditure for the year	-	2,906,021	2,906,021
At 31 December 2018	582,343	6,540,771	7,123,114

STATEMENT OF CASH FLOWS

	NOTES	2018	2017
		€	€
Operating Activities			
(Deficit) income from recurrent expenditure and European Social Fund projects		(429,336)	194,749
Adjustments	19	344,128	372,447
Net changes in working capital	19	2,425,886	(2,807,019)
Income received from disability contribution, employment licences and other services		1,732,175	1,819,462
Income received from ESF projects' indirect expenditures		1,603,182	-
Net cash flows generated from (used in) operating activities		5,676,035	(420,361)
Investing activities			
Payments to acquire intangible assets		(66,962)	(142,590)
Payments to acquire property, plant and equipment		(113,220)	(155,127)
Net cash used in financing activities		(180,182)	(297,717)
Financing activities			
Proceeds to finance acquisitions of property, plant and equipment ESF projects		11,418	2,950
Net cash generated from financing activities		11,418	2,950
Net change in cash and cash equivalents		5,507,271	(715,128)
Cash and cash equivalents, beginning of year		340,318	1,055,446
Cash and cash equivalents, end of year	15	5,847,589	340,318

NOTES TO THE FINANCIAL STATEMENTS

1 GENERAL INFORMATION

Jobsplus was set up on 3 August 1990 through the Employment and Training Services Act, 1990. Its registered office is at Head Office, Hal Far, BBG 3000, Malta.

The financial statements of the Corporation have been prepared in accordance with International Financial Reporting Standards (IFRS) as adopted by the European Union (EU) and in accordance with the provisions of Section 20(1) of the Employment and Training Services Act, 1990.

The financial statements are presented in euro (€), which is also the functional currency of the Corporation.

2 CHANGES IN ACCOUNTING POLICIES

2.1 New and revised standards that are effective for annual periods beginning on or after 1 January 2018

A number of new and revised standards are effective for annual periods beginning on or after 1 January 2018. These and other amendments to IFRSs that became mandatorily effective for annual periods beginning on or after 1 January 2018 have no material impact on the Corporation's financial results or position.

2.2 Standards, amendments and interpretations to existing standards that are not yet effective and have not been adopted early by the Corporation

At the date of authorisation of these financial statements, several new but not yet effective standards, amendments to existing standards and interpretations, have been published by the IASB. These standards, amendments or interpretations have not been adopted early by the Corporation.

Management anticipates that all relevant pronouncements will be adopted for the first period beginning on or after the effective date of the pronouncement. New standards, interpretations and amendments neither adopted nor listed below have not been disclosed as they are not expected to have a material impact on the Corporation's financial statements.

IFRS 16 'Leases'

IFRS 16 will replace IAS 17 and three related Interpretations. It completes the IASB's long-running project to overhaul lease accounting. Leases will be recorded on the statement of affairs in the form of a right-of-use asset and a lease liability.

IFRS 16 is effective from periods beginning on or after 1 January 2019. Management is yet to fully assess the impact of the standard and therefore is unable to provide quantified information.

3 SUMMARY OF ACCOUNTING POLICIES

3.1 Overall considerations

The preparation of financial statements in conformity with IFRS requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Corporation's accounting policies.

The financial statements have been prepared using the significant accounting policies and measurement bases summarised below.

The accounting policies have been consistently applied by the Corporation and are consistent with those used in previous years.

3.2 Income and expense recognition

Government subvention

Income from subvention voted to the Corporation from the consolidated fund is accrued for in accordance with the Corporation's approved budget for the year.

ESF reimbursements

ESF claims for reimbursements are recognised in the period in which the eligible expenses are incurred.

ESF projects' indirect expenditure reimbursements

ESF projects' indirect expenditure reimbursements pertains to additional funds received based on the eligible claims processed by the managing authority. It also includes eligible profiling and training services expenses which are not reported in the claims for reimbursements. These are recognised on cash basis.

Other income

Other income, including income from disability contribution, employment licences and other services, are recognised on cash basis.

Interest

Interest income and expenses are reported on an accrual basis using the effective interest method.

Deferred grants

Deferred grants in relation to property, plant and equipment co-financed by the EU are released to the statement of income and expenditure yearly in amounts equivalent to the depreciation charge on the related assets.

Operating expenses

Operating expenses are recognised in the statement of income and expenditure upon utilisation of the service or at the date of their origin.

Provision for expenditure on projects and employment and training initiatives

Expenditure on projects and employment and training initiatives include funds committed by way of a provision in the financial statements.

3.3 Leases

Payments on operating lease agreements are recognised as an expense on a straight-line basis over

the lease term. Associated costs, such as maintenance and insurance, are expensed as incurred.

3.4 Intangible assets

Intangible assets are initially recorded at cost. They are subsequently stated at cost less accumulated amortisation and impairment losses.

Amortisation is provided at rates intended to write down the cost of the assets over their expected useful lives. The annual rates used, which are consistent with those applied in the previous year, are as follows:

	%	Method
Computer software	25	Straight line

3.5 Property, plant and equipment

Items of property, plant and equipment are initially recognised at acquisition cost, including any costs directly attributable to bringing the assets to the location and condition necessary for them to be capable of operating in the manner intended by management.

Property, plant and equipment are derecognised on disposal or when no future economic benefits are expected from their use. Gains or losses arising from derecognition represent the difference between the net disposal proceeds, if any, and the carrying amount, and are included in the statement of income and expenditure in the period of derecognition.

Depreciation is charged on a straight-line basis so as to write off the cost of the assets over their estimated useful lives using the rates below. The annual rates used are consistent with those applied in the previous year.

	%	Method
Improvements	4 - 20	Straight line
Motor vehicles	20	Straight line
Computer and office equipment	10 - 25	Straight line
Furniture and fittings	10	Straight line

No depreciation is provided on assets that are not yet brought into use.

3.6 Impairment testing of intangible assets and property, plant and equipment

For the purposes of assessing impairment, assets are grouped at the lowest levels for which there are largely independent cash inflows (cash-generating units). As a result, some assets are tested individually for impairment and some are tested at cash-generating unit level.

All individual assets or cash-generating units are tested for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable.

An impairment loss is recognised for the amount by which the asset's (or cash-generating unit's) carrying amount exceeds its recoverable amount, which is the higher of its fair value less costs of disposal and its value in use. To determine the value in use, the Corporation's management estimates expected future cash flows from each cash-generating unit and determines a suitable interest rate in order to calculate the present value of those cash flows. Discount factors are determined individually for each cash-generating unit and reflect current market assessment of the time value of money and asset-specific risk factors.

Impairment losses for cash-generating units reduce first the carrying amount of any goodwill allocated to that cash-generating unit. Any remaining impairment loss is charged pro rata to the other assets in the cash-generating unit. With the exception of goodwill, all assets are subsequently reassessed for indications that an impairment loss previously recognised may no longer exist. An impairment loss is reversed if the asset's or cash-generating unit's recoverable amount exceeds its carrying amount.

3.7 Inventories

Inventories are stated at the lower of cost and net realisable value. Net realisable value represents the estimated selling price in the ordinary course of business less all estimated costs to completion and costs to be incurred in marketing, selling and distribution.

3.8 Financial instruments

Recognition and derecognition

Financial assets and financial liabilities are recognised when the Corporation becomes a party to the contractual provisions of the financial instrument.

Financial assets are derecognised when the contractual rights to the cash flows from the financial asset expire, or when the financial asset and substantially all the risks and rewards are transferred. A financial liability is derecognised when it is extinguished, discharged, cancelled or expires.

Classification and initial measurement of financial assets

Except for those trade receivables that do not contain a significant financing component and are measured at the transaction price in accordance with IFRS 15, all financial assets are initially measured at fair value adjusted for transaction costs (where applicable).

Financial assets, other than those designated and effective as hedging instruments, are classified into the following categories:

- amortised cost;
- fair value through profit or loss (FVTPL); or

- fair value through other comprehensive income (FVOCI).

In the periods presented the Corporation does not have any financial assets categorised as FVPTL and FVOCI.

The classification is determined by both:

- the entity's business model for managing the financial asset; and
- the contractual cash flow characteristics of the financial asset.

Subsequent measurement of financial assets

Financial assets are measured at amortised cost if the assets meet the following conditions (and are not designated as FVTPL):

- they are held within a business model whose objective is to hold the financial assets and collect its contractual cash flows; and
- the contractual terms of the financial assets give rise to cash flows that are solely payments of principal and interest on the principal amount outstanding.

After initial recognition, these are measured at amortised cost using the effective interest method. Discounting is omitted where the effect of discounting is immaterial. The Corporation's cash and cash equivalents and receivables fall into this category of financial instruments.

Impairment of financial assets

IFRS 9's impairment requirements use more forward-looking information to recognise expected credit losses - the 'expected credit loss (ECL) model'. This replaces IAS 39's 'incurred loss model'. Instruments within the scope of the new requirements included loans and other debt-type financial assets measured at amortised cost and FVOCI, trade receivables, contract assets recognised and measured under IFRS 15 and loan commitments and some financial guarantee contracts (for the issuer) that are not measured at fair value through profit or loss.

Recognition of credit losses is no longer dependent on the Corporation's first identifying a credit loss event. Instead the Corporation considers a broader range of information when assessing credit risk and measuring expected credit losses, including past events, current conditions, reasonable and supportable forecasts that affect the expected collectability of the future cash flows of the instrument.

In applying this forward-looking approach, a distinction is made between:

- financial instruments that have not deteriorated significantly in credit quality since initial recognition or that have low credit risk ('Stage 1') and
- financial instruments that have deteriorated significantly in credit quality since initial recognition and whose credit risk is not low ('Stage 2').

'Stage 3' would cover financial assets that have objective evidence of impairment at the reporting date.

'12-month expected credit losses' are recognised for the first category while 'lifetime expected credit losses' are recognised for the second category.

Measurement of the expected credit losses is determined by a probability-weighted estimate of credit losses over the expected life of the financial instrument.

Classification and measurement of financial liabilities
As the accounting for financial liabilities remains largely the same under IFRS 9 compared to IAS 39, the Corporation's financial liabilities were not impacted by the adoption of IFRS 9. However, for completeness, the accounting policy is disclosed below.

The Corporation's financial liabilities include trade and other payables.

Financial liabilities are initially measured at fair value, and, where applicable, adjusted for transaction costs unless the Corporation designated a financial liability at FVTPL.

Subsequently, financial liabilities are measured at amortised cost using the effective interest method except for derivatives and financial liabilities designated at FVTPL, which are carried subsequently at fair value with gains or losses recognised in profit or loss (other than derivative financial instruments that are designated and effective as hedging instruments).

All interest-related charges and, if applicable, changes in an instrument's fair value that are reported in statement of income and expenditure are included within finance costs or finance income.

3.9 Income taxes

Section 22 of the Employment and Training Services Act, 1990, exempts the Corporation from any liability for the payment of income tax.

3.10 Cash and cash equivalents

For the purpose of the statement of affairs and statement of cash flows, cash and cash equivalents comprise cash on hand and demand deposits.

3.11 Endowment capital

The endowment capital is classified as equity.

3.12 Provisions, contingent assets and contingent liabilities

Provisions for legal disputes, onerous contracts or other claims are recognised when the Corporation has a present legal or constructive obligation as a result of a past event, it is probable that an outflow of economic resources will be required from the Corporation and amounts can be estimated reliably. Timing or amount of the outflow may still be uncertain. Provisions are measured at the estimated expenditure required to settle the present obligation based on

the most reliable evidence available at the reporting date, including risks and uncertainties associated with the present obligation. Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole. Provisions are discounted to their present values, where the time value of money is material.

Any reimbursement that the Corporation can be virtually certain to collect from a third party with respect to the obligation is recognised as a separate asset. However, this asset may not exceed the amount of the related provision.

No liability is recognised if an outflow of economic resources as a result of present obligations is not probable. Such situations are disclosed as contingent liabilities unless the outflow of resources is remote.

3.13 Significant management judgement in applying accounting policies and estimation uncertainty

The preparation of these financial statements requires management to make judgements, estimates and assumptions. Use of available information and application of judgement are inherent in making estimates. Actual results in future could differ from such estimates and the differences may be material to the financial statements. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognized on the period in which the estimate is revised, if the revision affects only that period, or in the period of revision and future periods if the revision affects both current and future periods.

Except as disclosed below, in the opinion of the directors, the accounting estimates and judgements made in the course of preparing these financial statements are not difficult, subjective or complex to a degree which would warrant their description as critical in terms of the requirements of IAS 1 (revised).

Significant management judgement

Determining whether an arrangement contains a lease

The Corporation uses its judgement in determining whether an arrangement contains a lease, based on the substance of the agreement and makes assessment whether it is dependant on the use of a specific asset or assets, conveys a right to use the asset and transfers substantially all the risks and rewards incidental to ownership to/from the Corporation.

Estimation uncertainty

Information about estimates and assumptions that have the most significant effect on recognition and measurement of assets, liabilities, income and expenses is provided below. Actual results may be substantially different.

Impairment of non-financial assets

In assessing impairment, management estimates the recoverable amount of each asset or cash-generating units based on expected future cash flows and uses an interest rate to discount them. Estimation uncertainty relates to assumptions about future operating results and the determination of a suitable discount rate (see note 3.6).

Useful lives of depreciable assets

Management reviews its estimate of the useful lives of depreciable assets at each reporting date, based on the expected utility of the assets. Uncertainties in these estimates relate to technical obsolescence that may change the utility of certain software and IT equipment.

4 SUBVENTION FROM CONSOLIDATED FUND

The Corporation is entitled to a yearly subvention from the Government of Malta. The subventions from consolidated fund were allocated as follows:

	2018	2017
	€	€
Subvention received under recurrent Vote 13 Item 6163	9,899,836	9,720,000
Subvention received under recurrent Vote 13 Item 5876	14,399,983	11,799,831
Total subventions received	24,299,819	21,519,831

5 (DEFICIT) INCOME FROM RECURRENT EXPENDITURE

The (deficit) income from recurrent expenditure is stated after charging:

	2018	2017
	€	€
Staff costs (note 7)	7,232,580	7,029,513
Directors' fees (note 7)	66,818	45,758
Amortisation of intangible assets	124,585	122,345
Depreciation of property, plant and equipment	216,283	249,065
Loss on disposal of property, plant and equipment	3,260	1,037
Auditor's remuneration	3,717	3,658

6 INCOME FROM DISABILITY CONTRIBUTION

The following amounts have been included in the statement of income and expenditure for the reporting periods presented.

	2018	2017
	€	€
Income from disability contribution	1,268,200	1,431,400
	1,268,200	1,431,400

Income from disability contributions comprises income received by virtue of the Disability Quota Contributions in terms of Article 16 of the Persons with Disability (Employment) Act, Chapter 210 Laws of Malta.

The contributions received during 2018 amounting to € 1,268,200 (2017: € 1,431,400) have been utilised to finance the following expenditures:

	2018	2017
	€	€
Contributions towards 'Lino Spiteri Foundation'	1,000,000	896,785
Fiscal incentives for persons with disability	433,536	215,707
Inclusive job support for vulnerable persons	107,095	223,258
	1,540,631	1,335,750

7 STAFF COSTS

	2018	2017
	€	€
Wages and salaries (including directors' fees and excluding the amount included in European Social Fund projects' costs)	7,299,398	7,075,271
	7,299,398	7,075,271

The average number of persons employed by the Corporation during the year was:

	2018	2017
Directors	16	16
Employees	285	298
	301	314

8 EUROPEAN SOCIAL FUND PROJECTS' COSTS

The Corporation is the beneficiary on projects funded under the European Social Fund Cohesion Policy, 2014 - 2020. Funding for these projects is to be provided by the EU (80%) and the Government of Malta (20%). The disbursements on these projects are detailed below:

	2018	2017
	€	€
ESF.01.001 - 'Training for Employment'	615,150	639,012
ESF.01.002 - 'Youth Guarantee 2.0'	475,431	945,563
ESF.02.048 - 'The VASTE Programme'	3,023,198	604,186
ESF.02.056 - Work Programme Initiative (WPI)	709,006	337,367
MT/2017/AMIF/11.01 - Asylum, Migration and Integration Fund	143,225	-
	4,966,010	2,526,128

Salaries included in the above costs amounted to € 569,563 (2017: € 346,452).

9 LEASES

The Corporation's future minimum lease payments are as follows:

	MINIMUM LEASE PAYMENTS DUE			
	Within 1 year €	2 to 5 years €	More than 5 years €	Total €
31 December 2018	106,522	374,301	30,654	511,476
31 December 2017	104,866	304,921	205,084	614,871

Lease payments recognised as an expense during the year amounted to € 106,522 (2017: € 120,204). This amount consists of minimum lease payments. No sublease payments or contingent rent payments were made or received. No sublease income is expected as all assets held under lease agreements are used exclusively by the Corporation.

10 INTANGIBLE ASSETS

The carrying amounts of the Corporation's computer software are as follows:

	COMPUTER SOFTWARE €
Cost	
At 1 January 2017	447,637
Additions	142,590
At 31 December 2017	590,227
At 1 January 2018	590,227
Additions	66,962
At 31 December 2018	657,189
Amortisation	
At 1 January 2017	257,815
Charge for the year	122,345
At 31 December 2017	380,160
At 1 January 2018	380,160
Charge for the year	124,585
At 31 December 2018	504,745
Carrying amounts	
At 31 December 2017	210,067
At 31 December 2018	152,444

11 PROPERTY, PLANT AND EQUIPMENT

Property, plant and equipment comprise improvements, motor vehicles, computer and office equipment and furniture and fittings. The carrying amounts can be analysed as follows:

	IMPROVEMENTS	MOTOR VEHICLES	COMPUTER AND OFFICE EQUIPMENT	FURNITURE AND FITTINGS	TOTAL
				€	€
Cost					
At 1 January 2017	1,921,471	90,806	2,702,774	643,665	5,358,716
Additions	12,450	19,800	91,341	28,586	152,177
Disposals	-	-	(172,967)	(4,115)	(177,082)
At 31 December 2017	1,933,921	110,606	2,621,148	668,136	5,333,811
At 1 January 2018	1,933,921	110,606	2,621,148	668,136	5,333,811
Additions	39,750	-	43,834	18,218	101,802
Disposals	-	-	(64,906)	(2,188)	(67,094)
At 31 December 2018	1,973,671	110,606	2,600,076	684,166	5,368,519
Depreciation					
At 1 January 2017	905,477	71,217	2,403,554	519,164	3,899,412
Charge for the year	86,201	11,575	124,983	26,306	249,065
Released on disposals	-	-	(172,364)	(3,681)	(176,045)
At 31 December 2017	991,678	82,792	2,356,173	541,789	3,972,432
At 1 January 2018	991,678	82,792	2,356,173	541,789	3,972,432
Charge for the year	88,153	11,575	90,823	25,732	216,283
Released on disposals	-	-	(62,556)	(1,278)	(63,834)
At 31 December 2018	1,079,831	94,367	2,384,440	566,243	4,124,881
Carrying amounts					
At 31 December 2017	942,243	27,814	264,975	126,347	1,361,379
At 31 December 2018	893,840	16,239	215,636	117,923	1,243,638

12 PROPERTY, PLANT AND EQUIPMENT ESF PROJECTS

Property, plant and equipment ESF projects comprise improvements, computer and office equipment and furniture and fittings. The carrying amounts can be analysed as follows:

	IMPROVEMENTS	COMPUTER AND OFFICE EQUIPMENT	FURNITURE AND FITTINGS	TOTAL
			€	€
Cost				
At 1 January 2017	800,623	329,179	86,735	1,216,537
Additions	-	2,600	350	2,950
Disposals	-	-	-	-
At 31 December 2017	800,623	331,779	87,085	1,219,487
At 1 January 2018	800,623	331,779	87,085	1,219,487
Additions	-	11,049	369	11,418
Disposals	-	-	-	-
At 31 December 2018	800,623	342,828	87,454	1,230,905
Depreciation				
At 1 January 2017	284,436	275,087	60,994	620,517
Charge for the year	32,025	22,114	5,171	59,310
At 31 December 2017	316,461	297,201	66,165	679,827
At 1 January 2018	316,461	297,201	66,165	679,827
Charge for the year	32,025	24,423	5,206	61,654
At 31 December 2018	348,486	321,624	71,371	741,481
Carrying amounts				
At 31 December 2017	484,162	34,578	20,920	539,660
At 31 December 2018	452,137	21,204	16,083	489,424

Since 2007, the Corporation has been the beneficiary for eleven (2017: ten) projects involving property, plant and equipment funded under European Social Fund Cohesion Policy and under the European Regional Development Fund (ERDF). Funding for projects for the period 2007-2013 was provided by the European Union (85%) and the Government of Malta (15%). For the period 2014-2020, funding for projects is to be provided by the EU (80%) and the Government of Malta (20%).

13 INVENTORIES

	2018	2017
	€	€
Stationery and consumables	20,725	23,383
	20,725	23,383

14 RECEIVABLES

	2018	2017
	€	€
Amounts owed by Government departments and parastatal bodies	1,206,262	254,925
Other receivables	992,978	4,418,137
Financial assets	2,199,240	4,673,062
Prepaid expenses	314,737	186,923
Trade and other receivables	2,513,977	4,859,985

The carrying value of receivables is considered a reasonable approximation of fair value.

15 CASH AND CASH EQUIVALENTS

Cash and cash equivalents in the statement of affairs and statement of cash flows include the following component:

	2018	2017
	€	€
Cash in hand and at bank	5,847,589	340,318
Cash and cash equivalents	5,847,589	340,318

The Corporation did not have any restrictions on its cash in hand and at bank at year end.

16 ENDOWMENT CAPITAL

In accordance with Section 19(1) of the Employment and Training Services Act, 1990, the endowment capital of the Corporation is € 582,343.

17 DEFERRED GRANTS

	ESF 3.59 NISTA	ESF 3.1114 ESEP	ESF 3.113 ESPD	ESF 3.60 YEP	ESF 2.4 EP	ERDF 08	ERDF 045	ESF 2.65 TAF	ESF 3.64 EAP	VASTE	YOUTH GUARANTEE	TOTAL
	€	€	€	€	€	€	€	€	€	€	€	€
Cost												
At 1 January 2017	914	2,391	74,061	14,215	7,713	590,809	512,693	8,846	6,440	-	-	1,218,082
Additions	-	-	-	-	-	-	-	-	-	2,950	-	2,950
At 31 December 2017	914	2,391	74,061	14,215	7,713	590,809	512,693	8,846	6,440	2,950	-	1,221,032
At 1 January 2018	914	2,391	74,061	14,215	7,713	590,809	512,693	8,846	6,440	2,950	-	1,221,032
Additions	-	-	-	-	-	-	-	-	-	8,586	2,832	11,418
At 31 December 2018	914	2,391	74,061	14,215	7,713	590,809	512,693	8,846	6,440	11,536	2,832	1,232,450
Depreciation												
At 1 January 2017	914	2,066	27,096	14,215	6,931	330,990	226,307	7,835	5,708	-	-	622,062
Charge for the year	-	65	12,775	-	391	17,322	27,200	506	366	685	-	59,310
At 31 December 2017	914	2,131	39,871	14,215	7,322	348,312	253,507	8,341	6,074	685	-	681,372
At 1 January 2018	914	2,131	39,871	14,215	7,322	348,312	253,507	8,341	6,074	685	-	681,372
Charge for the year	-	65	12,775	-	391	17,321	27,200	505	366	2,322	709	61,654
At 31 December 2018	914	2,196	52,646	14,215	7,713	365,633	280,707	8,846	6,440	3,007	709	743,026
Net book value												
At 31 December 2017	-	260	34,190	-	391	242,497	259,186	505	366	2,265	-	539,660
At 31 December 2018	-	195	21,415	-	-	225,176	231,986	-	-	8,529	2,123	489,424

Since 2007, the Corporation has been the beneficiary for eleven (2017: ten) projects involving property, plant and equipment funded under European Social Fund Cohesion Policy and under the European Regional Development Fund (ERDF). Funding for projects for the period 2007-2013 was provided by the EU (85%) and the Government of Malta (15%). For the period 2014-2020, funding for projects is to be provided by the EU (80%) and the Government of Malta (20%). The grants received are being deferred and released to the statement of income and expenditure yearly over the useful lives of the assets.

18 TRADE AND OTHER PAYABLES

	2018	2017
	€	€
Payables	856,031	874,998
Accruals and provisions	1,799,228	1,703,041
Financial liabilities	2,655,259	2,578,039

The carrying value of financial liabilities is considered a reasonable approximation of fair value.

19 ADJUSTMENTS AND NET CHANGES IN WORKING CAPITAL

The following non-cash flow adjustments and net changes in working capital have been made to the (deficit) income on recurrent expenditure and European Social Fund projects for the year to arrive at operating cash flow:

	2018	2017
	€	€
Adjustments:		
Depreciation charge of property, plant and equipment	277,937	308,375
Amortisation of intangible assets	124,585	122,345
Release of grant on property, plant and equipment ESF projects	(61,654)	(59,310)
Loss on disposal of property, plant and equipment	3,260	1,037
Total adjustments	344,128	372,447
Net changes in working capital:		
Change in inventories	2,658	4,372
Change in receivables	2,346,008	(2,461,759)
Change in payables	77,220	(349,632)
Total net changes in working capital	2,425,886	(2,807,019)

20 RISK MANAGEMENT OBJECTIVES AND POLICIES

The Corporation is exposed to credit risk, liquidity risk and market risk through its use of financial instruments which result from both its operating and investing activities. The Corporation's risk management is coordinated by the Board of Directors and focuses on actively securing the Corporation's short to medium term cash flows by minimising the exposure to financial risks.

The most significant financial risks to which the Corporation is exposed to are described below. See also note 20.5 for a summary of the Corporation's financial assets and liabilities by category.

20.1 Credit risk

The Corporation's exposure to credit risk is limited to the carrying amount of financial assets recognised at the end of the reporting periods, as summarised below:

	NOTES	2018	2017
		€	€
Classes of financial assets - carrying amounts			
Receivables	15	2,199,240	4,673,062
Cash and cash equivalents	16	5,847,589	340,318
		8,046,829	5,013,380

The Corporation continuously monitors defaults of its counterparty receivables, identified either individually or by group, and incorporate this information into its credit risk controls. The Corporation's policy is to deal only with creditworthy counterparties.

The Corporation's management considers that the above financial assets that are not impaired for each of the reporting dates under review are of good credit quality, including those that are past due.

None of the Corporation's financial assets is secured by collateral or other credit enhancements.

In respect of receivables, with the exception of an amount of € 947,939 (2017: € 4,374,375) receivable on five (2017: four) programmes entirely funded by the Government of Malta and the EU, the Corporation is not exposed to any other significant credit risk exposure to any single counterparty or any group of counterparties having similar characteristics. The amount of € 947,939 (2017: € 4,374,375) will be recovered through submissions to be made by the Corporation to the responsible authority managing these funds. All amounts due from government entities and employment programmes are considered by the Board of Directors to be recoverable in full.

The credit risk for liquid funds is considered negligible, since the counterparties are reputable banks with high quality external credit ratings.

20.2 Liquidity risk

The Corporation's exposure to liquidity risk arises from its obligations to meet its financial liabilities, which comprise payables, accruals and provisions (see note 18). Prudent liquidity risk management includes maintaining sufficient cash and committed credit facilities to ensure the availability of an adequate amount of funding to meet the Corporation's obligations when they become due.

The Corporation manages its liquidity needs through cash flow forecasts by carefully monitoring expected cash inflows and outflows on a daily basis. Except as described below, the Corporation's liquidity risk is not deemed to be significant in view of the matching of cash inflows and outflows arising from expected maturities of financial instruments, as well as the Corporation's reliance on funding available from the Government of Malta. Included within financial liabilities are amounts totaling € 748,274 (2017: € 748,274) representing funds provided by Government over a number of years to cover various schemes and projects. Should payment of these amounts be requested, the Corporation might require additional funding in order to cover its financial liabilities as these fall due.

The Corporation's financial liabilities at the reporting dates under review are all short term and their contractual maturities fall within one year (see note 18).

20.3 Foreign currency risk

The Corporation transacts in euro and therefore the Corporation has no exposure to foreign currency risk.

20.4 Interest rate risk

The Corporation is exposed to interest rate risk on its bank balances at variable rates.

The Corporation does not expect significant shifts in the interest rates in the next 12 months. Based on current market conditions a change of +/- 25 basis points in the market interest rates is considered possible. Consequently the effect on the results of the Corporation resulting from a change in the cash returns derived from variable short term assets would be considered negligible.

20.5 Summary of financial assets and liabilities by category

The carrying amounts of the Corporation's financial assets and liabilities as recognised at the end of the reporting periods under review may also be categorized as follows. See note 3.8 for explanations about how the category of financial instruments affects their subsequent measurement.

	NOTES	2018	2017
		€	€
Current assets			
Financial assets measured at amortised cost:			
- Receivables	14	2,199,240	4,673,062
- Cash and cash equivalents	15	5,847,589	340,318
		8,046,829	5,013,380
Current liabilities			
Financial liabilities measured at amortised cost:			
- Payables	18	2,655,259	2,578,039
		2,655,259	2,578,039

21 CAPITAL MANAGEMENT POLICIES AND PROCEDURES

The Corporation was set up on 3 August 1990 through the Employment and Training Services Act, 1990. In addition to the initial endowment capital introduced by means of the requirements of Section 19(1) of the Act, amounting to € 582,343, the Corporation receives annual subventions from the consolidated fund as approved by Parliament through its recurrent vote.

The Corporation monitors the level of debt, which includes payables less cash and bank balances against total capital on an ongoing basis. The Board of Directors considers all funding received from the Government and income from other sources and in order to maintain its capital, adjusts the level of expenditure in line with the funds made available to the Corporation.

22 COMMITMENTS

	2018	2017
	€	€
Purchase of property, plant and equipment	39,248	13,370
Employment and training initiatives	1,424	610
Other recurrent expenditure	15,804	15,034
	56,476	29,014

The Corporation's committed expenditure represents commitments to purchase property, plant and equipment, expenditure on employment and training initiatives and other recurrent expenditure.

23 CONTINGENT LIABILITIES

The Corporation did not have any contingent liabilities as at 31 December 2018 and 2017.

24 ULTIMATE CONTROLLING PARTY

The equity of the Corporation is held entirely by the Government of Malta.

25 POST REPORTING DATE EVENTS

There were no adjusting or significant non-adjusting events which occurred between the end of the reporting period and the date of authorisation by the board.



INDEPENDENT AUDITOR'S REPORT

To the members of Jobsplus

REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS

Opinion

We have audited the financial statements of Jobsplus set out on pages 46 to 74 which comprise the statement of affairs as at 31 December 2018, and the statement of income and expenditure, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Corporation as at 31 December 2018, and of its financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards (IFRSs) as adopted by the European Union (EU), and have been properly prepared in accordance with Section 20(1) of the Employment and Training Services Act, 1990.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Corporation in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (IESBA Code) together with the ethical requirements of the Accountancy Profession (Code of Ethics for Warrant Holders) Directive issued in terms of the Accountancy Profession Act, Cap. 281 that are relevant to our audit of the financial statements in Malta. We have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

Management is responsible for the other information. The other information comprises the directors' report shown on pages 2 to 4 which we obtained prior to the date of this auditor's report, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

Based on the work we have performed, in our opinion the information given in the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements.

In addition, in light of the knowledge and understanding of the Corporation and its environment obtained in the course of the audit, we are required to report if we have identified material misstatements in the directors' report and other information that we obtained prior to the date of this auditor's report. We have nothing to report in this regard.

Responsibilities of those charged with governance for the financial statements

Management is responsible for the preparation of financial statements that give a true and fair view in accordance with IFRS as adopted by the EU, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In addition, Section 20(1) of the Employment and Training Services Act, 1990, states that the Corporation shall cause to be kept proper books of account and other records in respect of its operations and shall cause to be prepared a statement of accounts in respect of each financial year.

In preparing the financial statements, the management is responsible for assessing the Corporation's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the management or the Government of Malta either intend to liquidate the Corporation or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Corporation's financial reporting process.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the ISAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Corporation's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Corporation's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However future events or conditions may cause the Corporation to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

The engagement partner on the audit resulting in this independent auditor's report is Mark Bugeja.

Mark Bugeja (Partner) for and on behalf of

GRANT THORNTON CERTIFIED PUBLIC ACCOUNTANTS

Fort Business Centre
Mriehel Bypass
Birkirkara BKR 3000
Malta

22 February 2019

INCOME STATEMENT

	PAGES	2018	2017
		€	€
Subvention from consolidated fund		24,299,819	21,519,831
Recurrent expenditure	31	(24,799,088)	(21,325,082)
(Deficit) income from recurrent expenditure		(499,269)	194,749
Income from disability contributions		1,268,200	1,431,400
Income from employment licences and other services			
Bank interest		256	419
Income from training services		9,374	7,645
Income from employment licences		372,348	270,548
Income from ESF projects' indirect expenditures		1,603,182	-
Other income		81,997	109,450
		2,067,157	388,062
		2,836,088	2,014,211
European Social Fund projects			
Project finance		5,035,943	2,526,128
Project eligible costs paid		(4,966,010)	(2,526,128)
Deferred income		61,654	59,310
Depreciation on ESF projects property, plant and equipment		(61,654)	(59,310)
		69,933	-
Net excess of income over expenditure		2,906,021	2,014,211

INCOME STATEMENT SCHEDULES

	2018	2017
	€	€
Operational expenditure		
Employment and training initiatives	594,556	536,457
Data document management	1,112,864	831,079
Community work scheme	11,593,830	8,876,836
Work programme	83,342	302,735
Fiscal incentives for persons with disability	433,536	215,707
Inclusive job support for vulnerable persons	107,095	223,258
Contributions towards 'Lino Spiteri Foundation'	1,000,000	896,785
EU projects related expenditure	43,930	62,414
	14,969,153	11,945,271
Administrative expenditure		
Salaries	7,232,580	7,029,513
Directors' remuneration	66,818	45,758
Staff training	160,814	138,333
Childcare expenses	75,379	64,249
Telework expenses	12,776	11,632
Uniforms	3,417	5,036
Rent payable	106,522	101,371
Licences and permits	12,894	12,586
Insurance	64,542	58,285
Water and electricity	70,090	53,254
Cleaning	153,000	134,902
Repairs and maintenance	131,756	106,109
Office supplies	87,504	121,075
Marketing and advertising	115,515	122,583
Postage and telecommunications	257,365	268,528
Security	40,936	33,591
Medical expenses	2,126	2,023
Transport expenses	284,187	290,584
Travelling and accommodation	137,002	99,709
Legal and professional	272,237	106,138
Audit	3,717	3,658
Bank charges	7,561	1,338
Staff welfare	17,110	20,510
General expenses	7,116	10,354
Amortisation of intangible assets	124,585	122,345
Depreciation of property, plant and equipment	216,283	249,064
Loss on disposal of property, plant and equipment	3,260	1,037
Call centre expenses	127,491	142,680
Research	35,352	23,566
	9,829,935	9,379,811
Total recurrent expenditure - to page 30	24,799,088	21,325,082

The logo for 'jobsplus' is located in the top right corner. It consists of the word 'jobsplus' in a lowercase, sans-serif font, with a small dot above the 'i'. The text is white and is set against a solid green rounded square background.

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