



annual



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# DEVELOPMENTS IN THE LABOUR MARKET IN 2012

## Labour supply

Administrative data held by the Employment and Training Corporation showed a labour supply of 159,775 persons as at end December 2012 which represents an increase of 2,731 persons over the same month of the previous year. The increase in the labour supply is made of an increase of 2,507 full-time employed persons and an increase of 224 registered unemployed persons.

## Full-Time Employment

The number of full-time employees in December 2012 stood at 152,964. When comparing December 2012 with December 2011, the highest increases in full-time employment were recorded in the Administrative and Support Service Activities which increased by 12% and in the Human Health and Social Work Activities which increased by 4.5%. On the other hand, a decline of 2.7% in full-time employment was recorded within the Construction sector. Overall, the number of full-time employees rose by 1.8% on December 2011 while the number of self-employed increased by 0.9%.

In December 2012, private sector employment amounted to 73.2% of the total full-time employed population. While full-time employment continues to increase in the private services sector, employment in manufacturing showed a decrease. In December 2012, public sector employment decreased by 0.3% over the previous year to stand at 41,005 persons. The major increases in public sector employment were noted in the Human Health and Social Work and Education.

While male employment remained stable compared to the previous year, an increase of 4.4% in female employment was recorded mainly in the Administrative and Support Service Activities.

## Part-Time Employment

In December 2012, part-time employment amounted to 55,655 persons representing an increase of 4.2% over end December 2011. The number of part-timers whose primary job was their part-time job amounted to 31,813 while those having a part-time job in addition to their full-time job amounted to 23,842. In both cases, the increases were due to increased female employment.

## Unemployment

As shown in Table 1 the registered unemployed increased by 224 persons between December 2012 and 2011. Unemployment in Gozo stood at 713, reflecting 10.5% of the total unemployment. Between December 2012 and December 2011 unemployment among men increased by 125 or 2.4% and that for women increased by 99 or 6.9%.

Table 1: Total Unemployment by Gender - Part 1 & 2					
Malta & Gozo – Part 1 & 2					
by Gender (Part1&2)	Dec-08	Dec-09	Dec-10	Dec-11	Dec-12
Males	5,004	5,986	5,216	5,154	5,279
Females	1,369	1,694	1,390	1,433	1,532
<b>Total</b>	<b>6,373</b>	<b>7,680</b>	<b>6,606</b>	<b>6,587</b>	<b>6,811</b>

Table 2 shows a breakdown of the registered unemployment by age group. A decrease of 4.6% was seen in the 16-29 years cohort. An increase was recorded in the older cohorts.

Table 2: Unemployment by Age Group (Part 1 & 2)					
Age Group	Dec-08	Dec-09	Dec-10	Dec-11	Dec-12
16 - 19 years	533	701	502	487	417
20 - 29 years	1,535	1,785	1,488	1,427	1,408
30 - 39 years	1,410	1,656	1,427	1,422	1,503
40 - 49 years	1,477	1,689	1,434	1,383	1,364
50 years & Over	1,418	1,849	1,755	1,868	2,119

Table 3 shows the registered unemployed by duration of registration. In the past year, the number of jobseekers who have been registering under 52 weeks decreased by 84 or 1.9%, while those who had been registering for more than one year increased by 308 or 13.5%.

Table 3: Unemployment: Duration of registration					
	Dec-08	Dec-09	Dec-10	Dec-11	Dec-12
<b>Weeks</b>	<b>Part 1 &amp; 2</b>				
0 - 8 weeks	1,524	1,815	1,558	1,555	1,457
9 - 16 weeks	1,001	1,154	1,034	1,039	973
17 - 24 weeks	667	763	605	662	644
25 - 52 weeks	1,008	1,398	1,023	1,053	1,151
53 weeks & Over	2,173	2,550	2,386	2,278	2,586

# ORGANISATIONAL RESTRUCTURING

During 2012, the Corporation restructured its management organisation. The restructuring programme was driven by the need to adapt to a changing environment and to ensure that the Corporation remains relevant both internally, with its own people, and externally, to ensure that it is delivering quality customer service. These two key challenges created the need for organisational structure and systems that provide the proper framework to promote accountability, efficiency, productivity and flexibility.

The management structure of ETC was reorganised around 3 main divisions:

- 1) The Employability Division responsible for: jobseekers' services (including registration and supported employment), employers' services (including matching) and employment licences, training coordination and management of the skills centre, regional job centres, services in Gozo, maintenance of the national human resources database, as well as the employment schemes including the Community Work Scheme, Work Trial Scheme and Bridging the Gap.
- 2) The Operations and Corporate Services Division responsible for: strategy, EU affairs, labour market intelligence, research, apprenticeships and trade testing, training programme design and quality assurance of training, people management, corporate services, information and communications technology and customer care.
- 3) The Finance Division responsible for: financial management, implementation and financial control of the Employment Aid Programme and Training Aid Framework, tendering and procurement and law compliance.

Each Division was then sub-divided into a number of departments and units.

Due to the change in the responsibilities and structure, new position descriptions were drawn up for every management role and these together with the minimum requirements were internally published when the internal calls for applications were announced. All the posts were filled by early 2012.

# JOB SEEKERS' ADVISORY SERVICES

The Jobseekers' Advisory Services Department took on the full responsibility of all registration and guidance services across all Departments (including the Gozo and Northern Region). It also took on the role of Inclusive Employment Services which were previously offered under the Supported Employment Unit.

## **Registrations**

Between January and end December 2012 a total of 26,279 registrations took place – 24,368 in Malta and 1,911 in Gozo. This is an average of 101 registration per working day.

A total of 14,966 unique jobseekers used the registration services of ETC (Parts 1, 2 or 3 of the register). 3,061 jobseekers (2,810 Malta and 251 Gozo) of these were new service users who never used the registration services provided by the Jobseekers' Advisory Services Department before.

At the Valletta Access Complex, employment advisors continued to greet first time registrants, both Maltese and foreigners (EU & non-EU nationals). Clients were registered and given information about the different parts of the register. Advisors checked and inputted personal details, qualifications and work preferences. Clients were referred to training courses and given the contact details of their respective employment advisor. Information on the part-time register, EURES services, auto mailer, and ETC website and Job Centres' facilities was given. Clients are given the a thorough explanation of the regulations and procedures of registration. As from 2012, the Valletta Access staff started issuing the National Insurance Number for those who call at the office in order to register for the first time. As part of their duties, Valletta Access Complex registration officers re-issue registration cards which are damaged or have been lost/stolen. In 2012 a total of 1543 cards were re-issued.

## **Personal Action Plans (PAPs)**

Once a person decides to register on Part 1 with the Employment and Training Corporation they are allocated an Employment Advisor who plays an important role as the main contact person within the Corporation. During the first interview with their employment advisors, jobseekers are further profiled and a personal action plan is developed.

From time to time the registering jobseeker is called in by their employment advisor in order to appraise progress towards achieving the goals and tasks they agreed on during the initial PAP. This interview also plays an important role in taking the PAP a step forward by identifying and setting new goals and tasks.

Between January and end December 2012 a total of 2,819 new personal action plans (2,492 in Malta and 327 in Gozo) were developed between the ETC employment advisors and registering jobseekers. In addition to these 23,569 personal action plan reviews and follow-ups were also carried out (22,966 in Malta and 603 in Gozo).

Through these action plans and also through other interview exercises organized during the year a total of 11,854 persons (10,409 in Malta and 1,445 in Gozo) were referred for training.

## **Intervention Exercise**

In January 2012 a number of Employment Advisors carried out information sessions with AirMalta employees who were in the risk of losing their job. The information given focused on registration

procedures and the various parts, schemes, training courses... Those who had the interviews were free to ask questions related to guidance for a new job if the eventuality arose.

### Enhancements in the Profiling system of registering jobseekers

A number of changes to the profiling system were implemented in order to guarantee that the information available on clients could be found in a system which is more user friendly and which in the long term should result in better matching of jobseekers with employer vacancy requests. The changes also aimed at further facilitating the merger between the mainstream and supported employment clients. Amongst the new items added were details of clients' reports (the OT report, doctor's report...), details of the Key workers, and changes in other parts of the profiling such as the skills section, and also a new voluntary work section.

### Establishment of Champions

During 2012, Employment Advisors organised numerous activities for jobseekers; however, these were being organised ad hoc and were not being made available for persons coming from all caseloads. This was resulting in certain clients from certain caseloads receiving certain services and others not.

In order to ensure more structure and standardisation of the services provided by the ETC, each Employment Advisor was given the option to choose one or more target groups/themes which they wished to champion. Being a champion of an area means that the employment adviser involved has to plan and deliver activities for clients coming from all caseloads falling under the particular area they are championing.

Following consultation and feedback from the Employment Advisors the following champion areas were identified in 2012.

Youths		
Motivational Seminars, News Letters, School Interventions and other Youth Initiatives		
Soft Skills & Job Hunting skills (incl. CV and Interviewing skills)	Graduates & Unqualified School Leavers	Youths - with Social Problems Substance Abusers and those Under Rehabilitation
Adults		
Motivational Seminars, News Letters and other Adult Initiatives		
Adult Jobseekers (25 - 39)	Adult Jobseekers (50+) & Very Long Term Registrants	Soft Skills & Job Hunting skills (incl. CV and Interviewing skills & trade advice) for Unqualified/Unskilled & Qualified / Highly Experienced
Female Jobseekers	Registered Disabled Persons	Refugees & Foreign Jobseekers *
IT Related Activities / Career Tools / Career paths	Job Changers (incl. Redundancy)	Adults with Social Problems, CCF & Ex-Abusers
	EURES	Gozo Jobseekers



## **Pilot project for the merging of the previous Supported Employment caseloads**

During the last quarter of 2012, a pilot project was launched in order to test the merger between the Supported Employment Section clients (social cases and persons with disability) within the mainstream. This was done in order to identify any issues that may arise. The project which was piloted at the Cottonera Job Centre involved the mainstream Employment Advisors to first carry out observations with Advisors from the Supported Employment Section and with the Occupational Therapist. In the meantime Supported Employment Advisors started informing clients by letter about the upcoming change. In order to further facilitate the transition from one advisor to another, both supported employment Advisor and the mainstream advisor were present for the client's first interview at the Job Centre.

## **Additional measures and services offered to jobseekers**

### **Youth**

Two E-newsletters were published and sent to career guidance practitioners within the Directorate of Educational Services, Schools (State, Church and Independent), and Youth stakeholders and also to the Youth Unemployed. These newsletters primarily focused on Voluntary work and the childcare sector and Education and health & safety issues.

Employment Advisers attended the Career's Fair Higher Secondary & Learning Expo where they provided informative material on job searching. Youth Clients participated in orientation visits at certain companies. This experience provided the youths with the necessary knowledge about a particular job and the skills and qualifications needed to do a particular job.

As part of the ESF-funded Youth Employment Programme, a number of information sessions were organised for targeted youths such as graduates, secondary and upper secondary students to inform them about general ETC services while other information sessions were held on specific themes. These included: European Voluntary Service; upcoming academic courses offered by MCAST, ITS, Youth.inc, Higher Secondary and the Education Division.; and part time employment working conditions.

Youth Seminars were organised with the intent of having more in depth contact with the young jobseekers and getting to know them on a more social level which indicates to Employment Advisors additional areas where the youth needs support (e.g. social skills etc...). These seminars were done with the collaboration of Youth workers, employers, motivators, Occupational Therapist, Career Guidance Practitioners, Youth Employment Programme and Agenzija Zghazagh.

During these seminars issues including interviewing skills, CV writing, skills and soft skills that employers look for were tackled. Employers from different sectors also participated in these seminars in the form of an open discussion with participating jobseekers. Various other sessions held during these seminars included team building exercises, ice breakers, the provision of relevant information such as conditions of employment and other topics.

### **Adults**

A Motivation Seminar was organised for adult clients (over 50 years) registering on part 1. Many adult clients admit that after some weeks registering they tend to feel de-motivated since they do not receive positive replies from employers. The Motivation Seminar encourages and energises the jobseekers to ensure that they remain active in their job search and do not lose their self-esteem. Information sessions were also organised for adult jobseekers on subjects including: conditions of work for full time employment and for part time employment; unemployed women and the ETC services available to them; and training courses for the low skilled registrants.

### **ETC information sessions**

A number of information sessions on a variety of topics were organized by the Job Centres for the registering unemployed. Throughout the year in review, the information sessions covered topics such as drawing up a C.V., writing letters of application, ETC Schemes, adult learning and Life Long Learning, pensions and other DSS related topics.

The Valletta Job Centre participated in the 'European Neighbours Day'. The aim behind this day was to bring together the community and to celebrate it throughout Europe. The Employment and Training Corporation through the Job Centre, was involved in the Valletta Community Network in order to integrate and participate in the activities which were held in June 2012. The Job Centre called on Valletta jobseekers to actively participate during the event. As part of this activity participants were given a brief overview of the role of the Employment and Training Corporation.

Together with Agenzija Appogg, the Birkirkara Job Centre coordinated and planned the project '*Empowerment towards Employment*'. This project targeted registered unemployed men who reside in Birkirkara with the principal aim of empowering and motivating these participants. This was achieved through the provision of adequate training and tools that would act as an incentive for further participation in the labour market. Attendance was compulsory and the project was based on six sessions (two sessions per week); which were held at the Sala Parrokkjali Knisja I-Qadima Birkirkara.

Fifteen men in the age cohort of twenty-five and forty participated in the project. The sessions covered various topics and issues related to employment such as intrapersonal and interpersonal skills, difficulties and challenges experienced, strengths, abilities and weaknesses, positive communication, assertiveness, conditions of work, meeting with employers and information on ETC services, schemes and courses. During the sessions, participants also underwent mock interviews with employers present. Feedback was then given to the participants.

The beginning of 2012 saw the refurbishment of the Cottonera Job Centre to be able to provide a better service to jobseekers from the area and also to further piloting the merging of the previous Employment Services with the services which were offered through a separate unit that catered for registered disabled persons, ex-convicts, ex-abusers and other special cases. In this way these jobseekers may meet their allocated employment advisor within the closest job centre as per other mainstream clients.

Other enhancements included the piloting of electronic vacancy board which are updated continuously. This jobcentre was involved in facilitating the coordination of a number of courses which were held within the Cottonera Access Centre. In collaboration with ETC's Skills Centre, the literacy course in Maltese and the digital literacy course were delivered at the complex. This was done in order to avoid the burden and the expenses that registering unemployed jobseekers may incur to travel all the way to Hal Far. Other courses organised were the Food Handling and the Security Refresher courses.

The Qawra Job Centre was also involved in a number of activities. Once again these involved facilitating the coordination of a number of courses within the Qawra Access. These courses included Maltese, English, Maths, Spanish, French and Customer Care. Once again, those clients that were interested in participating in one of these courses were given the opportunity to attend for these courses at the Access instead of at Hal Far Skills Centre.

The Qawra Job Centre participated in the '*Welcome Spring Festival*' which had now become an annual event within the community. This was held in collaboration with the St. Paul's Bay Local Council. The festival was held at Kennedy Grove. During the activity, the ETC set up a stand from where the relevant staff provided information on both employment and training.

On the 31<sup>st</sup> March 2012, a Jobs Fair was organised within the Qawra Access complex. Various employers were present at the fair. Once again, information on the ETC Job Centre Services was given. All Gozitan registrants were informed via chit message about this activity, this was done in order to entice the registrants to seek employment in the Northern area of Malta.

Gozo Job Centre - A recruitment exercise for care workers and cleaners was carried out at the ETC Xewkija Gozo office in February 2012. As from the 1<sup>st</sup> October 2012, the Employment and Training Corporation's administrative offices and Job Centre in Gozo were moved to new premises. The new Gozo operations office started operating from Sur Arturo Mercieca Street, Victoria, Gozo, VCT 2024.

The Employment and Training Corporation strongly believes in the continuous training and upgrading of its staff. In order to facilitate the provision of continuous professional development of both registration staff and Employment Advisors, training and information sessions were delivered by Agenzija Appogg, Sedqa, Richmond Foundation, Caritas, Support, FITA, Mount Carmel Hospital and the Rehabilitation Hospital Karen Grech. Future sessions will include information on the labour market developments.

## **Setting up of a competency framework for Employment Advisors**

In order to improve the jobseekers' advisory services offered to clients, ETC commissioned the University of Malta to take stock of the current service level that Employment Advisors are providing to ETC clients, and then to set service standards and a relevant competency framework.

# EMPLOYERS DIRECT

## Vacancies and placements

Following the restructuring exercise, the Employers Direct Unit was conceived to enable the Corporation to be closer to employers to better understand their needs and requirements. This Unit consists of a number of Key Account Executives responsible for selected sectors so that employers would be able to communicate to one ETC representative only for any service needed. Members from the Unit had constant meetings with many of the main employers. Although in its initial phases, this Unit is already functioning extremely well as per statistics mentioned below.

The total number of job vacancies notified to ETC in 2012 stood at 14,234 as opposed to 13,653 in 2011, that is, an increase of 4%. Total placements in 2012 stood at 4,298 as opposed to 3,428 in 2011. This represents an increase of 25% (Table 4).

**Table 4: Vacancies and placements**

Placement Services	Oct to Dec	Jan - Dec					
	2007-8	2009	2010	2011	2012		
					Total	Malta	Gozo
Job Vacancies	15,089	7,791	9,477	13,653	14,234	13,574	660
Submissions	92,168	58,234	71,195	65,806	176,496	174,731	1,765
Placements	4,638	4,027	4,043	3,428	4,298	4,111	187
Placement to Vacancies Ratio	31%	52%	43%	25%	30%		
Placements							
Private	3,182	2,893	2,426	2,229	2,990		
Public	1,456	1,134	1,617	1,199	1,308		

## Employment licences

The number of active employment licences issued to foreigners requiring such licences to work in Malta by status and gender as at end December 2012 was as shown in Table 5.

**Table 5: Active employment licences by status and gender**

TYPE	FEMALE	MALE	TOTAL
THIRD COUNTRY NATIONALS	1413	1661	3074
LONG TERM RESIDENTS	105	230	335
TCN DEPENDENT ON BUL/ROM	6	4	10
BULGARIAN / ROMANIAN NATIONALS	450	292	742
ASYLUM SEEKERS	25	95	120
FAILED ASYLUM SEEKERS	35	247	282
TEMPORARY HUMANITARIAN PROTECTION	49	406	455

TYPE	FEMALE	MALE	TOTAL
SUBSIDIARY PROTECTION	68	559	627
REFUGEES	11	46	57
<b>TOTAL</b>	<b>2,162</b>	<b>3,540</b>	<b>5,702</b>

Table 6 shows the number of employment licences issued according to the top ten occupations applied for:

**Table 6: Active employment licences by occupation**

OCCUPATION	FEMALE	MALE	TOTAL
CLEANER, ROOM ATTENDANT	443	40	483
CLEANER	140	213	353
CHEF	45	236	281
CARE WORKER PERSONAL - HOME BASED	257	20	277
CONSTRUCTION, CONCRETE SHUTTERER	0	216	216
CHIEF EXECUTIVE, DIRECTOR	42	140	182
LABOURERS	0	171	171
NURSE, STATE REGISTERED	84	37	121
HOUSEKEEPER & RELATED WORKER	74	38	112
STEEL FIXER	0	107	107

**Note:** The above does not include holders of THP/SP and Refugees as the licence is issued on their own name without a specific Occupation.

Table 7 shows the top ten countries for whose citizens employment licences were issued:

**Table 7: Active employment licences by nationality**

NATIONALITY	FEMALE	MALE	TOTAL
PHILIPPINES	571	123	694
SERBIA	181	413	594
BULGARIA	301	205	506
CHINA	204	217	421
ERITREA	66	295	361
SOMALIA	28	252	280
INDIA	31	206	237
ROMANIA	143	87	230
RUSSIAN FEDERATION	111	68	179
PAKISTAN	81	82	163

### Changes introduced to provide a better customer service

In 2012 the Corporation implemented a new appointment system for all those clients who call at our offices to submit a large number of applications. To assist these clients more effectively and to be able to give them a more specialised service, we have allocated a slot for appointments at our Front Office desk. Furthermore, we have also given appointments to holders of Temporary Humanitarian Protection, Subsidiary Protection and Refugees. When a client from this group applies for a licence, we automatically provide the client with an appointment to collect the Employment Licence the following week.

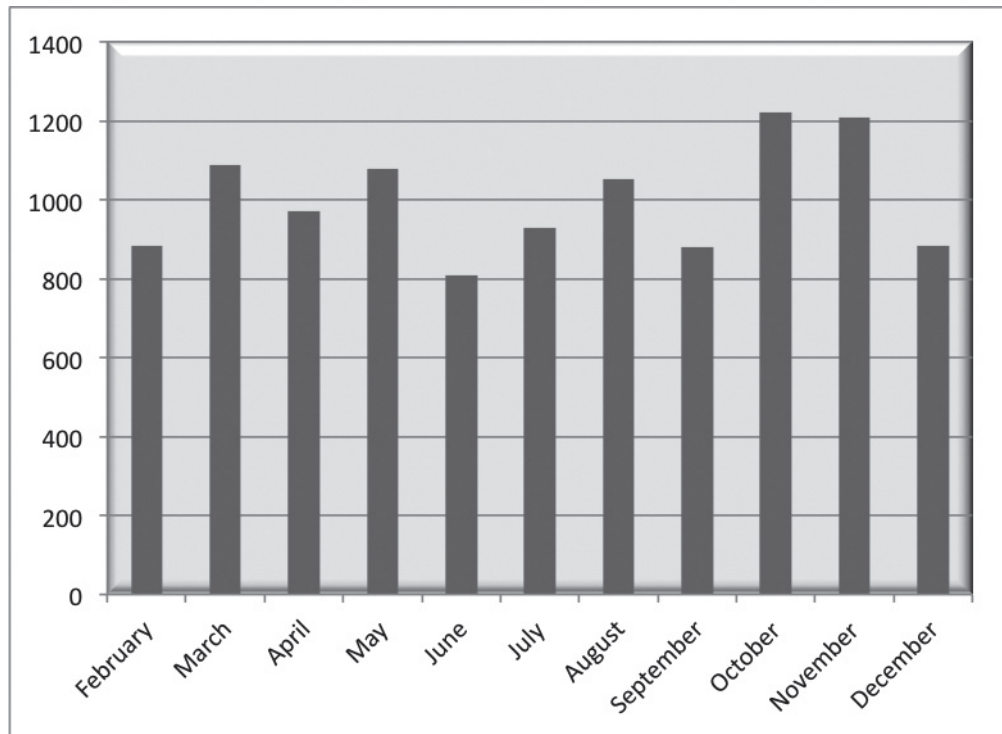
We have succeeded in improving our procedures, most particularly in relation to the feedback required from the Police Immigration Office. We have adopted a new system whereby applications do not need to be referred to the Police Immigration Office if such feedback was provided to us recently. We have empowered front office staff to issue licences whenever a client requests that the address is changed from

the present employment licence. Following liaison with the Department for Citizenship and Expatriate Affairs, we have come up with the necessary procedures to assume our responsibilities as stakeholders whenever the DCEA receive applications for residents under the Blue Card Directive.

The eGovernment team at MITA has been involved in the creation of eForms used by the public to access various government services. The ETC has also been selected for this project and we have recently launched the Employment Licences Unit eForms.

Since February 2012 we started keeping records of the number of clients we attend to. Table 8 shows data as from February 2012 till end of December 2012. It is worth noting that our front office has attended to a total of 11,002 clients.

**Table 8: Number of clients**



# TRAINING SERVICES

During 2012, the Corporation continued to provide training services. In that year, the number of persons trained in total in both Malta and Gozo amounted to 6,275. Of the 6,011 persons who attended courses under the Employability Programme in 2012, 19.2% of participants were in employment or further studies 6 months after receiving training

The total number of persons who attended training courses under the ESF-funded Employability Programme between 2009 and 2012 amounted to 38,667.

In March 2012, the Skills Centre once again collaborated with St. Ignatius' College to organize a week full of talks and course tasters to fifth formers who did not want to pursue further education. This was the follow up to a very successful event held in November 2011 where over 30 students followed the same training orientation programme. The courses offered in March 2012 ranged from trade to IT and customer care to suit the students' needs. In the same month, a similar exercise was carried out with a group of students from the St. Theresa's College.

In May 2012, a similar training orientation programme was held for the St. Benedict College on a span of 5 days. Again, response was very positive and talks are underway to organize the same programme in 2013.

In July 2012, ETC participated in the Trade Fair. The Skills Centre took an innovative approach and organised demos by trainers on a daily basis, thus giving the opportunity to the public who visited the fair to see what the courses look like and consist of. Courses demonstrated included woodwork, soft skills, plumbing, electronics, electrical installation, stonemasonry and IT.

In August 2012, ETC assisted the Foundation for Educational Services once again in the assessment of youths interested in participating in the Youth. Inc programme. Candidates were assessed in basic literacy in Maltese and English, numeracy and IT.

During 2012, ETC held more than 180 ECDL Core exams as well as ECDL Advanced exams. 70% of the clients who sat for an exam were successful.

## **Training Programme Design and Quality Assurance Unit**

The Training Programme Design and Quality Assurance Unit is one of the new Units that were established following the restructuring exercise, which took place last year. This Unit is mainly responsible for (1) the development and updating of training courses including the accreditation process, (2) the quality assurance of training programme delivery, which is done through outsourced training service providers and (3) the running of the apprenticeship scheme.

In 2012 the Unit developed three new training programmes that are intended to be launched in 2013. These include: training for cleaners, installation of solar thermal systems and the maintenance and repairs of wells. All these three courses will be proposed at MQF level 2. The first course for cleaners is aimed at increasing the competences of those persons registering for work as cleaners but also to increase their empowerment and their communication skills. The course in relation to solar thermal systems was designed following the current emphasis on the use of renewable energy and the schemes being offered in relation to the installation of solar thermal systems. While the third course, 'Customized Award in the Maintenance and Repairs of Wells' was developed following a campaign launched by the Ministry for Resources and Rural Affairs (MRRA) to raise awareness on saving water.



The new training programmes that will be developed by the Corporation are targeted to meet the demands of the labour market and to address skills shortages. ETC attempts to forecast and anticipate labour skills shortages through the monitoring of vacancies submitted directly to the Corporation, through the monitoring of local newspapers vacancy adverts, through meetings with various stakeholders, through monitoring of employment licences applied for and through ad hoc surveys. This gives an indication of the type and the extent of skills required in the labour market and the shortages being experienced in particular occupational sectors.

The Corporation strives to strengthen its links with private employment agencies, social partners and other organisations including Malta Enterprise in order to better understand the extent and remit of local and foreign direct investment and therefore, the type of occupations that will be available in the short and medium term. As such the situation pertaining to specific skills shortages is effected by a number of other factors which are beyond the control of ETC. To this end, greater collaboration amongst the various stakeholders, social partners and employers is needed to spur on a greater understanding of labour market dynamics.

The Training Programme Design and Quality Assurance Unit is also responsible for obtaining the accreditation of its courses. The accreditation gives currency to the certification awarded to the learner at the end of the course, hence increasing the learners' employability and opportunities in terms of mobility. In 2012 the Unit submitted 20 applications for accreditation of which four were accredited by end 2012. These are the Care Workers for Persons with Disability recognized at MQF level 4, the Care Workers for the Elderly recognized at MQF level 3 (however work on this training programme is still underway as the intention is to have this course pegged at level 4), and the Train-the-Trainer course and the Call Centre Agent both recognized at MQF level 3. The accreditation process does not only entail writing training programmes in terms of learning outcomes and filling in the application provided by the National Commission for Further and Higher Education (NCFHE), but in the majority of cases it entails the re-design of the training content. Indeed those courses that are less than 100 hours in terms of duration need to be revised prior to being able to apply for accreditation.

In 2012, the Unit was directly involved in the design of the ESF-funded "Enhancing Employability through Training" project. The Unit also assisted the Skills Centre and Training Coordination Unit in the design and issuing of tenders for the provision of training services. The tenders issued incorporated also the quality standards with which prospective training service providers had to adhere to in training delivery. The areas tackled by these quality standards range from the qualifications required by trainers to deliver the training programme, to classroom facilities, handouts and training material, training delivery, assessment methodology, certification and code of conduct.

Besides setting these quality standards, the Unit also developed the methodology that will be used to measure indicators set in line with the European Quality Assurance Reference Framework for Vocational Education and Training. Such exercise was carried out in connection with the EQAVET project that is financed through the Leonardo da Vinci and coordinated by NCFHE. ETC is acting as a partner to this project together with three other VET providers, namely: MCAST, ITS and Clear Dimension Limited. In 2012, ETC has organized a seminar for its former trainers to inform them about the EQAVET project. Moreover during the same year, ETC organized and hosted the third partners' meeting and gave continuous feedback on the manual that is being drafted. This manual, which will serve as a guideline to VET providers to introduce quality assurance mechanisms will be launched in February 2013.

Similar to the EQAVET project, ETC was also involved in another project entitled "European Credit system for Vocation Education and Training" (ECVET). This project is also coordinated by NCFHE and the same partners involved in the EQAVET project are involved in this project. For this project ETC has presented five qualifications that had to be written in terms of learning outcomes. Besides writing learning outcomes, the project also involved developing standardized assessment methodology to ensure that all learning outcomes are measurable. The original qualifications presented for this project were changed and the five new proposed qualifications were: Care Workers for Persons with Disability, Care Workers for the Elderly, Train-the-Trainer, Call Centre Agent and the Training for Cleaners. For this project, ETC has organized a seminar for its former trainers to inform them about the project, organized and hosted the third partners' meeting and gave continuous feedback on the manual that is being drafted. This manual will also be launched in February 2013.

Between January 2012 and December 2012, a total of 587 persons were tested or re-tested through the trade testing process. These consisted of 113 persons who applied with the Corporation to have their



knowledge, skills and competences recognized; 389 former apprentices, and 85 persons who completed their traineeship programme.

In 2012, the Corporation together with the Childcare Trade Testing Board members was involved in providing feedback on the recently launched Childcare Occupational Standards. These Occupational Standards determine the qualification required for a person to work as a childcare worker or a supervisor or manager within a childcare centre and outline the competences required to perform the job. Following the legal notices issued in September 2012 that govern the validation of non-formal and informal learning, ETC through its trade testing system has been entrusted to carry out the validation process.

# EMPLOYMENT AND TRAINING SCHEMES

## Employment Aid Programme

The Employment Aid Programme (EAP) which is co-financed by the European Social Fund is managed by the Employment and Training Corporation as the Intermediary Body. This programme contributes towards the integration of disadvantaged and disabled persons in the labour market. It facilitates access to employment through financial assistance to employers and upgrades the skills of those furthest away from the labour market through work experience. Employers receive a grant equivalent to 50% of the wage costs in the case of disadvantaged persons or 75% for the first year and 60% for the subsequent second and third years (excluding NI) in the case of persons with disability, for a definite period.

Similar to other years, the EAP increased the number of grants signed as well as in subsequent placements. Due to the successful uptake of this scheme, in 2012, an additional €4 million were allocated on this programme; this brought the total allocated budget to €12.2 million. In May 2012 an announcement was issued to inform the general public that applications under this programme will be accepted till the 8<sup>th</sup> June 2012. The applications stage had to be closed prematurely to enable ETC to focus more on the disbursement of funds allocated. From the launch of the project till its closure, 2,693 Grant Agreements were signed with an expected expenditure of more than €15 million, of which 576 grant agreements amounting to almost €3.5 million were allocated to Gozo. Out of the 2,693 persons supported, 1,198 were women. In 2012, this scheme proved to be successful also in the retention rate of persons engaged on the EAP, in fact, for grants ending by end 2012, 85% of the participants were still in employment six months after the subsidy period.

In 2012, the primary focus of ETC was the disbursement process; in fact a considerable improvement has been recorded. Till end December 2012, ETC disbursed almost €3.5 million of subsidies towards EAP beneficiaries of which €1.1 million were disbursed to beneficiaries from Gozo. The ETC, together with a set of identified stakeholders, provide assistance to beneficiaries to claim their reimbursement and the Corporation started issuing deadlines to beneficiaries to submit the claims due.

Table 9 shows a breakdown of beneficiaries according to target groups and gender:

	Male	Female	Total		Malta	Gozo	Total	
<b>Number of grant agreements</b>	<b>1,495</b>	<b>1198</b>	<b>2,693</b>		<b>2,117</b>	<b>576</b>	<b>2,693</b>	
<b>Value</b>	<b>€9,568,554</b>	<b>€7,168,544</b>	<b>€16,737,098</b>		<b>€13,304,757</b>	<b>€3,432,341</b>	<b>€16,737,098</b>	
<b>Target Group</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>Total</b>
<b>Number of grant agreements</b>	1227	481	63	229	317	280	96	2,693
<b>Males</b>	644	173	7	168	236	199	68	1495
<b>Females</b>	583	308	56	61	81	81	28	1198
<b>Value</b>	<b>€7,653,737</b>	<b>€2,699,747</b>	<b>€348,274</b>	<b>€1,162,139</b>	<b>€2,125,839</b>	<b>€1,482,320</b>	<b>€1,265,042</b>	<b>€16,737,098</b>

Target group number	Target Group Description
1	Any person who is under 25 and is within two years after completing full-time education and who has not previously obtained his or her first regular paid employment after completing his or her studies. (By first regular paid employment, ETC is taking at least six consecutive full-time months of employment). By Full-Time education, ETC is taking secondary, post-secondary or tertiary education of at least one full academic year).
2	Any person who wishes to enter or to re-enter working life and who has been absent both from work and from education for at least two years - particularly any person who gave up work on account of the difficulty of reconciling his or her working life and family life.
3	Any person living as a single adult looking after dependants. By dependants, ETC understands persons who are either under 18 years of age or bedridden or who are severely mentally/physically disabled because they need continuous care.
4	Any person who has not attained upper secondary level qualifications or equivalent (ISCED Level 3) and who has been made redundant/ <u>applied for voluntary redundancy scheme</u> in the past six months or has been served with a redundancy notice of termination of employment. Cases which deal with persons whose contract was terminated due to the closure of the company may be eligible. However, these will be dealt with on a case-by-case basis.
5	Any person older than 50 who does not have a job or who is losing his or her job (i.e. has been served with a redundancy notice of termination of employment/applied for a voluntary redundancy scheme).
6	Any long-term, registered unemployed person, i.e. any person who has been unemployed for twelve of the previous 16 months, or six of the previous eight months in the case of persons under 25
7	Any person who is a registered disabled person and who has a recognised, serious, physical, mental or psychological impairment

## The Training Aid Framework

The Training Aid Framework (TAF) is a scheme which is partly financed through the European Social Funds under Malta's Operational Programme II, *Empowering People for More Jobs and a Better Quality of Life* for the 2007-2013 programming period.

The scheme was launched in February 2009 with a total budget of € 8,851,620 and was planned to terminate in December 2013. In view of the success of the scheme, the funds allocated for TAF were fully allocated by mid 2012 leading to the interruption/closure of the scheme on the 8<sup>th</sup> June 2012.

The Employment and Training Corporation received and approved a total of 4,420 applications which exceeded by far the forecasted expectations. In fact, during the six months of 2012, ETC signed 1,138 Grant Agreements with a total value of approximately € 4.03 million. These figures are considerably high when compared to the previous year, whereby, a total of 1,097 Grants were signed with beneficiaries amounting to a total of €3.6 million of allocated grants. In total, out of the 4,420 approved applications, 3,871 continued to be processed, and Grant Agreements with a cumulative value of € 11,125,440 were signed. Throughout the implementation of the scheme a number of de-commitments took place which further reduced these figures to 3,253 Grants with a total value of € 9,524,721 as at end December 2012.

With regard to TAF disbursements, in 2012 a total of 484 claims with a total value of € 1,441,095.12 were processed for payment out of which 393 with a value of € 1,282,208.21 were paid during the same period. This amounts to a total of 881 claims paid till end 2012 with a total value of € 2,275,478.00 representing 26% of the total committed amount under the scheme. The disbursement amounts have increased throughout the scheme from € 25,136 and € 968,133.62 in 2010 and 2011 respectively, to € 1,282,208 in 2012. Initially, the increase in disbursement under the scheme was primarily the result of the simplification process implemented in June 2011 which was also facilitated by the number of information sessions conducted in order to reach the beneficiaries.

These measures helped facilitate the reimbursement process both internally and externally however the number of reimbursement claims which were being fully submitted were still not enough to give tangible

and significant results to the disbursement rates. As a result, in 2012 the Corporation took a stock of the reimbursement documents submitted in order to assess the actual status of the claims due. Following this exercise it transpired that only 13% of the claims due at the time of stock were fully submitted. The remaining claims were either not submitted or only partially submitted. This explained why the back to back correspondence between the IB and beneficiaries consumed a significant part of the checks thus hindering the rate at which the claims were being processed. In view of this situation and the risk of over-commitment, the Corporation decided to set a deadline on the 16<sup>th</sup> July 2012 whereby the claims that had been due since end March 2012 had to be submitted. This was done in order to determine which grants were being claimed and hence allowing the value of those which were not being claimed to be withdrawn and re-allocated. In total, approximately 400 letters were sent to different beneficiaries covering over € 2000 grants that could be claimed. Following the deadline of the 16<sup>th</sup> July 2012 and the resulting de-commitment, the corporation continued to set deadlines for the submission of claims. The internal process was also changed so that the reimbursement documents being submitted could be acknowledged at submission thus allowing the beneficiaries to be informed immediately which documents are still required in order for the claim to be processed. This has facilitated the reimbursement process as ETC was then in a position to identify which claims can be processed.

Despite having a stronger reimbursement process in place, challenges on the reimbursement continued to arise. One major challenge which has had a significant impact on the reimbursement process was the introduction of the undertaking size declaration check whereby the control unit had to conduct intensive checks per claim in order to determine the size of the undertaking as at date of application. This exercise is continuous and involves claims submitted by small and medium size beneficiaries making up approximately 58% of the allocated budget.

Further to the disbursement process, monitoring on the training programmes is continuous. In 2012 the monitoring process has been revised to reflect a risk-based sampling methodology on giving particular preference to value of grant, amongst other risk factors. The methodology targets on-going training and in 2012, the average number of visits from the beginning of 2012 till the end increased from 30 to 45 per month.

In order to continue the progress experienced in the above processes and reach the targets set for 2013, additional human resources will be deployed to expedite the disbursement process.

### **Apprenticeship schemes**

The running of apprenticeship schemes by ETC continued in 2012. Apprenticeship schemes are based on the dual system of vocational training; meaning a combination of on-the-job and off-the-job training. It is proven that these schemes are the most effective in terms of preparing youngsters for the labour market and in providing a pool of qualified workers. Apprenticeships also enhance the employability of individuals. In fact statistics show that from those candidates who did not pursue further studies after completing their apprenticeship on 30 September 2012, 85% were found to be in full-time employment and 7% in part time employment.

By end 2012, the Corporation placed 92% of the applicants who applied to join the apprenticeship scheme in the 2012 Intake. The Corporation will continue doing its utmost to find a placement for all other candidates.

At the end of the operational year under review the average number of apprentices stood at 623, 83% (516) of these being males. They are placed with some 280 employers, 94% coming from the private sector. To ensure quality training at the employers' establishment, ETC officials have carried out a total of 680 monitoring visits. These visits serve for ETC officials to ascertain that apprentices are receiving adequate training. 523 visits were carried out on-the-job (at employers' establishments) and 157 monitoring visits off-the-job at the two VET institutions (MCAST & ITS) currently supporting apprenticeship schemes through the provision of theoretical programmes.

Interim Review sessions were carried out during 2012 in addition to the on-the-job and off-the-job monitoring visits. This process aims at establishing whether the apprentice is getting sufficient exposure to appropriate knowledge, skills and competences through a one-to-one meeting between the apprentice and the Trade Testing Board.

During the year under review, two new callings were launched for Moulding Technicians and Fish Husbandry Technicians. Meanwhile, ETC worked on the revision of the Legal Notice governing apprenticeship

schemes. The revised Legal Notice, which will see the merger of the current two schemes, will also give the possibility to the Corporation to offer apprenticeship at MQF levels ranging from 2 to 5, hence attracting new callings that address labour skills shortages and increasing the number of persons enrolled on apprenticeships.

### **Work Trial Scheme**

Throughout 2012 a total of 762 persons (Malta – 284 and Gozo 478) started the Work Trial Scheme. These participants were assigned with 452 employers from various sectors to provide them with adequate work experience spread over 20 hours weekly over a maximum of 12 weeks.

It is important to mention that 626 (i.e. 80%) participants completed successfully the scheme. The remaining 20% dropped out due to various reasons such as to continue with their studies or found employment. A certificate presentation ceremony was held to acknowledge their achievement. Employers were also invited for the ceremony.

During the past year, after carrying out an analysis it was also decided that prior to commencement of the scheme, both the employer and the participant are invited to come at our office for the signing of the Work Trial Scheme contract. This was decided because it is of utmost importance that all the three parties involved (Participant, Employer and the Employment and Training Corporation) meet face-to-face to discuss related issues.

### **Community Work Scheme**

At the end of 2012, 44 Local Councils and 45 NGO's in Malta had 306 participants doing community work assigned to them. 84 other participants were deployed at 15 Local Councils and 18 NGOs in Gozo. Of the total 390 participants, 353 were males whereas 37 were females. Duties assigned varied from maintenance, gardening, cleaning to clerical and receptionist duties.

Furthermore, during the year being reviewed, the CWS team liaised with the OPM and IPSL to work on more sustainable projects such as assisting Animal Welfare, San Anton Palace, Romeo Romano Gardens and for the ongoing maintenance and cleaning of Government Cemeteries. In September 2012, a group of 6 participants were selected to participate in the cleaning and maintenance of roads for the 5+5 Conference. CWS participants are also involved in State Schools and Colleges around Malta and Gozo.

# INCLUSIVE EMPLOYMENT SERVICES

## **Persons with Disabilities**

During 2012, 93 persons with disability were placed in employment, 292 were trained while 82 were placed on work exposure schemes. Monitoring Visits for clients who were following the Bridging the Gap Scheme were carried out to ensure that the scope of the scheme is being reached.

As part of ETC's strategy to facilitate employment of disabled persons, a new programme started being provided from new facilities in Pembroke. The programme is called Job Bridge and offers a 12 month pre-employment training for intellectually-impaired young adults. The programme is aimed to pro sustaining each individual's informed choice, potential and support needs. This is to be achieved by enhancing independent living skills, social skills and employability skills within employment in the open labour market. Job Bridge is currently being piloted, with the first 6 young adults commencing the programme.

By the end of the programme the trainees will be able to demonstrate levels of independence, social skills and employability skills compatible to employment in open work settings on individual or group engagements.

The trainees will actively participate in scheduled training experiences designed to attain specific learning objectives pertaining to the three domains listed in the programme outcomes. Individual training sessions and training sessions in groups of 6 participants will be included. Centre based and Community based sessions (majority) will be incorporated in the programme schedule.

An important aim of the programme is to identify each individual's abilities, vocational preferences and aptitudes, personal connections and circumstances that would help transition to employment. A vocational profile of each trainee will be compiled so that by the end of the programme. This will enable ETC job developers to make a valid job match. An essential component of the vocational profile is the listing of the individual support needs that need to be provided in employment.

Towards the end of the programme, most of the trainees will be able to take up a 20 hour weekly temporary mock placement for a period of 6 to 8 weeks. The trainees will receive an allowance equivalent to the minimum wage, paid pro rata, during this phase of the programme.

A number of information sessions were organised for disabled clients who could be registering or still at school about ETC services. These talks were held for Disabled School Leavers, students attending the Wardija Special School and students attending the Pathway Course at MCAST. A number of information sessions were organised for Occupational Therapists working at Mater Dei during the Hand Injury Awareness Day.

During 2012, 354 clients had an appointment with the Medical Officer, 328 clients were assessed by an Occupational Therapist.

## **Community Inclusive Employment Scheme**

This new scheme entailed the involvement of the Employment and Training Corporation (ETC) who in collaboration with interested Local Councils facilitated the application and matching of registering jobseekers with the needs of the applicant local councils.

Local councils who were eligible to apply for registered disabled persons to carry out work in their locality by submitting a Community Inclusive Employment Scheme Vacancy Form. The jobs would be for a maximum period of three years, with payment, based on the national minimum wage, worked on a pro-rata basis in accordance to the number of hours worked. The disability pension would not be affected and an employee will be able to work Full Time, Reduced hours or Part Time hours per week, according to his/her condition. Participants will be entitled to all the prevailing conditions of work.

The scheme was launched in October 2012 and Local Councils were to submit vacancies till 15<sup>th</sup> November 2012. A total number of 55 applications (12 Gozo, 43 Malta) were received. Towards the end of 2012 most of Local Councils were still undergoing the recruitment process. A total of 9 placements were already reported by end of December 2012.

### **Employment Working Group**

KNPD set up an Employment Working Group with a view to exploring how the equipment and facilities at the Sonia Tanti Independent Living Centre can best be utilised to provide disabled people with an in-depth assessment regarding their work-related abilities and support needs. This Working Group will focus on the needs of persons with physical impairments, given the nature of the equipment and expertise available at the STILC. ETC will be liaising with other entities for the vocational profiling of individuals with mental disabilities. The Working Group will also develop a strategy, budget and targets for implementation from 2014 onwards.

In addition to this, ETC is currently working with KNPD and DSS on establishing a new system for the registration of disabled persons. The aim is to create a single assessment procedure which, among other things, will assess whether or not the disabled person can work. Those who can work are then referred to the ETC which carries out a Vocational Profiling Exercise, to collect relevant information about the individual's aspirations, interests, skills and abilities for work. In carrying out this exercise, ETC will use the expertise and facilities of other entities, including the STILC.

### **Ex-convicts and ex-drug addicts**

During 2012 collaboration between the ETC and CCF continued to be maintained. On a regular basis CCF sends a list of inmates who are entitled for prison leave. Employment Advisers set an appointment to visit these inmates in order to profile them and inform them about ETC services. Employment Advisers attended meetings with various persons from various entities in order to assist people who are/were convicts or drug addicts. CCF officials were provided with information about the Bridging the Gap Scheme and training incentives which ETC had at the time. CCF inmates who were soon to be released were also interviewed and given information on the ETC services.

42 ex-substance abusers and 17 ex-convicts were placed in employment through ETC's efforts in 2012. A further 78 and 63 respectively were trained, while 52 were placed on work exposure schemes.

During 2012, 67 jobseekers were called in for an interview by the Advisory Drug Misuse Board.

### **Cooperation Agreements**

Cooperation agreements were running with Caritas, Oasi, Richmond Richmond and Inspire during 2012, with a total of 172 jobseekers referred to respective agreements.

The Bridging the Gap Scheme continued its operations in 2012, with a total of 69 clients placed on the scheme. 37 clients were Registered Disabled Persons, while the other 32 were ex-substance abusers, ex-drug addicts and others having social problems. A total of 17 clients were employed by the same employer with which they did their work exposure, while 6 clients were employed by a different employer. In addition, 23 clients are still registering, while 23 are inactive.



# STRATEGY, EU AFFAIRS AND LABOUR MARKET INTELLIGENCE

In 2012 the European Union continued to sustain its efforts aimed at reaching the objectives as set out under the Europe 2020 strategy. Smart, sustainable and inclusive growth through employment and job creation were once again at the top of the EU's agenda in 2012 although admittedly, an unrelenting economic environment had threatened prospective growth in the Union.

Meeting the headline targets as established by the Europe 2020 strategy will indeed be crucial in determining the success of the Union in the coming years. In terms of employment, under this latter strategy, the Member States of the European Union; including Malta, agreed towards collectively aiming to reach a 75% target for employment for persons aged between 20 and 64.

In order to contribute towards this target, Malta has set an ambitious, yet realistic national target of 62.9% employment rate for persons aged between 20 and 64 by 2020. As a result of this, throughout the past years, Malta has continued to pursue new initiatives and build upon existing measures in a bid to successfully reach this target. Indeed by the end of 2011, Malta had already registered an Employment Rate for persons aged between 20 and 64 of 61.5% which means that it is 1.4 percentage points away from reaching its target for 2020. Malta was one of the countries from the EU27, which despite the economic crisis managed to register an employment growth along the past years. In contrast, the EU 27 rate recorded a decline from the 2008 and 2009 employment rate, and has remained constant in 2010 and 2011.

In April 2012, following a slight revision of its Country Specific Recommendations, Malta's National Reform Programme obtained formal approval and implementation of initiatives aimed at addressing the various facets of the Maltese economy continued. In terms of employment, Malta has been guided by priorities aimed at:

- Incentivising inactive women to attract them into the labour market
- Encouraging older workers to remain active in the formal economy
- Strengthening the employability prospects of the workforce
- Promoting social inclusion through the reduction of poverty

In response to the above priorities, the Employment and Training Corporation has pursued the design, development and implementation of schemes and measures aimed at addressing such issues and simultaneously further buttressing the EU-wide seven flagship initiatives intended to act as a catalyst for economic and social growth in the Union. Amongst others, the Union had agreed on a "Youth on the Move" initiative that aims to facilitate the integration of young people into the labour market, and an "Agenda for New Skills and Jobs" that seeks to modernise labour markets; empower people through skills development in an effort to increase labour market participation; and improve labour market matching and mobility. In coming years, it is envisaged that the Corporation will also have a stronger role to play in the implementation of EU initiatives especially in terms of training, apprenticeship and traineeship schemes, work exposure schemes, and other youth targeted initiatives as the EU prepares for the implementation of its "Youth Guarantee" strategy.

Within the framework of the European Semester, in 2012 the European Commission once again adopted the Annual Growth Survey (AGS) together with its subsequent annexes; the Joint Employment Report, the Joint Assessment Framework and the Employment Performance Monitor. In 2012, the AGS focused on five priority areas including "*Tackling unemployment and the social consequences of the crisis*". Within this context, special attention was given to mobilising labour for growth, supporting employment especially for young people, and protecting the vulnerable. The Annual Growth Survey for 2012 launched



the 2012 European semester of economic governance and provided the basis for building the necessary common understanding about the priorities for action at national and EU level for 2012. This then fed into the economic and budgetary decisions taken at national level, including also the EU country-specific recommendations and the commitments made under the Euro Plus Pact. The Commission then provided a detailed assessment of the implementation by Member States of the country-specific recommendations and the Euro Plus Pact commitments in the country-by-country analysis it presented to the June European Council.

In the meantime, the European Affairs Unit within Malta's Public Employment Service has continued to furnish Government Ministries and other organizations with its comments, reactions and analysis on documentation presented in the European Council, European Parliament, and the European Commission including also in the subgroups of the above mentioned institutions. The Corporation has been asked to provide its comments and employment perspective feedback on issues related to the National Reform Programme, the Country Specific Recommendations, active ageing, disability, European funding mechanisms, EURES and Mobility, gender equality, employment, training and crisis recovery, youth employment, and active inclusion amongst other topics. The EU Affairs Unit has also been extensively involved in answering questionnaires presented to the Employment and Training Corporation namely relating to Public Employment Service efficiency, adjustment to the crisis strategies, outplacement processes, benchmarking techniques, and business models amongst others.

The EU Affairs Unit has also played an active role in representing the Maltese government on the EU Commission Employment Committee - both in the EMCO Ad hoc and the EMCO Political groups. This role has intrinsically involved in depth liaison with the Ministry for Education and Employment, the Economic Policy Department, and the Permanent Representation of Malta in Brussels as regards the various issues being discussed at EMCO level.

ETC management personnel have also attended and represented Malta during meetings conducted by the EU level Heads of Public Employment Service (HOPES) Network during which they have actively contributed to a number of discussions. The HOPES Network has organized a numbers of conferences, meetings and seminars over the course of 2012 in order to share best practices and to discuss the development of active labour market measures that will enable public employment services to actively contribute to the achievement of employment targets set out in the Europe 2020 Strategy.

During 2012, the Strategy, EU Affairs and Labour Market Intelligence Department was also actively involved in the formulation of the National Youth Employment Strategy which was drafted in collaboration with the Ministry of Education and Employment. The National Youth Employment Strategy which will cover until 2015 is expected to be a blueprint for action for entities engaged with young people in their transition from compulsory education to further education and/or employment. Particular attention is also given to those young people who are neither in employment, nor in education or training (NEET). The Strategy aims at providing all youth, irrespective of their different characteristics, with the opportunities needed to further their employment prospects through early intervention and preventive services, educational attainment, skills development, job creation and job sustainability.

### **Labour Market Intelligence**

In 2012, the Labour Market Information Department changed its nomenclature to Labour Market Intelligence within the Department of Strategy, EU Affairs and Labour Market Intelligence. The concept beneath this shift emanates from the acknowledgement that the rich data and information which ETC has, can be translated into a source of intelligence through a process of social and economic analysis, which can in turn be instrumental for policy-making and strategic direction. Through administrative data segregated into different variables, this Unit has contributed into providing the evidence-base needed for the improvement or formulation of policies, measures, schemes and programmes both at PES level and at national level.

In June and beginning of July 2012 the Labour Market Intelligence compiled information to revise the full time and part time employment data since 2002 broken down by Nace Rev 2. The annual average employment and quarterly figures for the full time and part time employment respectively were published in July 2012 by the National Statistics Office. The Labour Market Intelligence has published monthly unemployment statistics through the National Statistics Office. The unit has also updated the key performance indicators on a monthly basis.

A significant number of requests for information were received throughout 2012. These included requests from students, public entities, research units as well as Parliamentary Questions.

The Labour Market Policy Database is a project done in conjunction with the National Statistics office in order to have a harmonized database between Member States. The LMO database for 2011 was compiled and forwarded to NSO for eventual transmission to EU.

# LAW COMPLIANCE

The ETC's Law Compliance Unit is responsible for the identification of infringements and abuses in the social system, as contemplated in the Employment and Training Services Act and in Legal Notice 110 of 1993, by taking action against:

- **Job seekers** who are registering for employment whilst working;
- **Employers** who fail to notify ETC of a new employee, whereby employers are legally bound to fill in an ETC engagement form for their newly employed persons;
- **Employers** who employ minors or third country (non-EU) nationals working without the necessary employment licences.

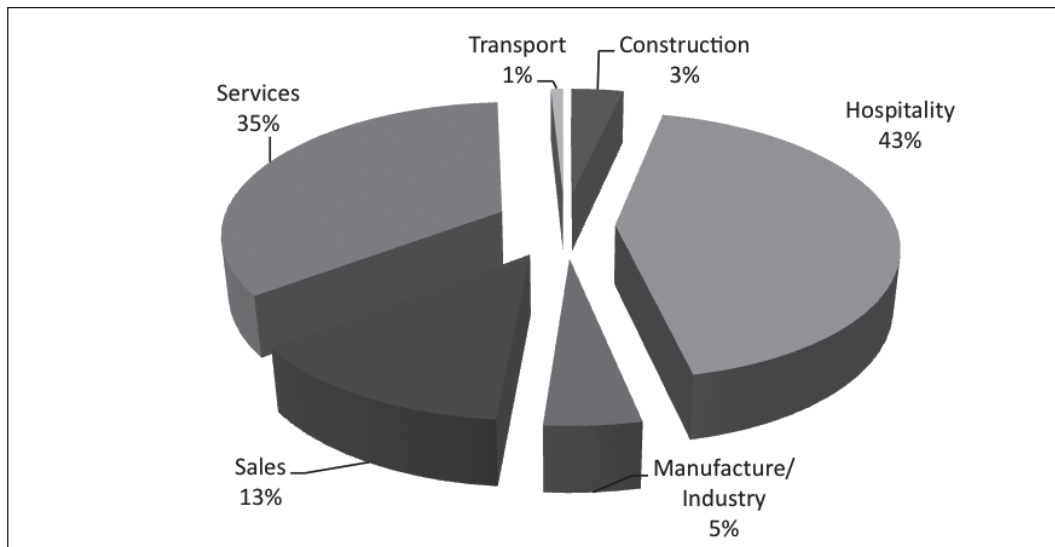
In 2012, the ETC Law Compliance Unit continued with its strategy of improving its effectiveness through more focused inspections. Between January and December 2012, a total of 3,831 inspections were carried out whereby 2,727 law infringements were identified. Most of the cases related to Maltese workers found working illegally in establishments since they failed to notify ETC with their respective employment. In such cases, however, ETC issued an information note to the employer whereby s/he was invited to regularize the employment of persons identified during the inspections. ETC believes in educating the employers in complying with the legal provisions and in fact by the end of 2012, around 1,400 persons had already regularised their position and thus contributed towards the increase in the gainfully occupied population figures. If, on the other hand, the employer did not abide by the provisions listed in the notification, then an administrative fine was imposed; and if the employer still did not regularize the position of irregular employees notwithstanding the notification and penalty letter, then legal action was taken against him/her. The infringements-to-interviews ratio during 2012 was the highest rate in the past six years and with an increase of 4 percentage points when compared to the performance in 2011.

**Table 10: Law Compliance**

	Oct - Dec	Jan - Dec			
	2007-8	2009	2010	2011	2012
Number of Infringements by Category					
Working and Registering	145	171	118	108	69
Employment of Minors	12	15	20	22	11
Employment of Foreigners	291	365	373	261	192
Employment not Reported to ETC	1,727	1,498	1,243	1,958	2,455
<b>Total</b>	<b>2,175</b>	<b>2,049</b>	<b>1,754</b>	<b>2,349</b>	<b>2,727</b>
	Oct - Dec	Jan - Dec			
	2007-8	2009	2010	2011	2012
Law Enforcement Activities					
Total Strike-Offs	2,032	1,575	1,963	1,473	875
Total Appeals to NEA	1,076	820	832	818	656
Appeals Upheld	198	120	203	164	220
Percentage of Cases Upheld	18%	30%	24%	20%	34%
Number of Inspections	4,119	3,553	3,745	3,827	3,831
Number of Infringements	2,175	2,049	1,754	2,349	2,727

The distribution of the infringements identified during 2012 by main economic sectors is shown below. One can easily identify that the highest share was registered within the hospitality sectors (which includes mainly hotels and catering establishments):

**Infringements detected by Economic Sector**



During 2012, a total of 13 court sittings were held during which 731 cases were presented and 506 cases were processed. Cases presented included instances of employers found employing persons illegally (including minors and non-EU nationals) and against persons who were found working and registering at the same time.

During 2012, the law compliance officers were trained in the identification of persons who are victims of human trafficking. This training was done in collaboration with the Ministry of Justice and Home affairs.

# PEOPLE MANAGEMENT

## **Recruitment and Selection**

Numerous recruitment drives took place last year particularly to replace persons who resigned from employment, to deploy persons on the numerous ESF projects that the Corporation manages and to temporarily replace members of staff who make use of one or more family friendly measures. This year in order for operational hours not to be lost the concept of job sharing was also introduced.

New people management policies were introduced. One allows for temporary posts to be filled internally first before they are made available to the general public. Besides offering career progression, this policy enhances succession planning. Another relates to the employment of family members. As a consequence related employees cannot work in the same unit and/or report to each other, nor can they work in different units whereby the possibility of a conflict of interest may arise.

Work was also carried out on the standardisation of employment contracts and the grading protocol was reviewed. This review has translated into giving staff members with years of experience a comparable possibility for promotion, with staff having academic qualifications.

## **Corporate Social Responsibility and Staff Welfare**

During 2012 the Sports and Social Committee was revived as was the ETC football team and the internal staff newsletter. The newsletter renamed "Zoom Out" is issued every quarter and is seen as another tool that bridges the gap inadvertently being created owing to the geographical locations of the Corporation's offices. As such the newsletters provides a constant update on staff activities, interviews with staff, and any other information of general interest.

Throughout the year the Committee organised various funding raising events including dress down days, raffles, a book sale, a plant sale, a disco bowling event and the ETC Birthday lunch, to mention but a few. The Committee's beneficiary this year was the Hospice Movement.

Towards the end of the year the Committee also organised a Corporation wide team building day during which a green initiative - the Corporation's 3 4 U campaign was launched. Through this initiative trees sponsored by the employees themselves were planted in the Corporation's estate gardens.

As part of its Corporate Social Responsibility a discrete number of ETC staff volunteered to undertake work at the Inspire premises, at M'Scala

In order to safeguard the employees' physical health and safety the Corporation's immunization programme this year continued and besides the influenza jab, front facing staff were also given the opportunity to be immunized against Hepatitis. The Corporation was also successful in negotiating good subscriptions terms for its staff with a number of gyms and swimming pool facilities in Malta and Gozo.

## **Annual General Meeting**

The AGM was held on the 3<sup>rd</sup> of February. This is always an anticipated event as besides being an occasion for all staff to meet at one go, it also offers the opportunity for management to present in a collective manner the operational plan for the following year. This meeting was concluded with a number of team building exercises.

## Industrial Relations

The Corporation enjoys positive industrial relations with the Union. During 2012, discussions on the renewal of the Collective Agreement proceeded at a steady pace and by the end of the year were very near the final conclusion. This year a new IT tool was introduced so that vacation leave can be booked electronically. This initiative is in itself another green measure as it has helped to cut down on the use of paper.

## Training and Development

In order to enhance and sustain the knowledge base of the Corporation's employees a good number of information meetings and training initiatives were organised for ETC staff. Some employees owing to their work were given more specialised training and other employees, especially the newly recruited ones, besides induction training were given training that equips them with transferable skills. The specialised training delivered was mostly related to the managing of the European structural funds, employment advisory services, information technology, call centre service and financial management. In respect of staff who make use telework arrangements, training was given to them on how to organise a safe work station at home.

## ETC Climate Survey

Towards mid 2012 the ETC Climate Survey was held. Although the response was limited, as a whole ETC emerged as a place of work where individuals are highly motivated, like to work in teams, and on a personal basis there is a lot of job satisfaction. Areas highlighted as needing attention were the physical environment, reward systems and communication.

In view of the fact that the number of the Corporation's out posts is on the increase, in order to improve internal communications a decision was taken to revamp the Corporation Intranet. Consequently action was taken for the issue of tender.

## Customer Care

The Customer Care Unit reviewed all the ETC forms that are given to people when they start registering for work, with a view to make them more user friendly. It also reviewed the ETC website content mostly in relation to the Frequently Asked Questions and regularly met with Data Protection Commissioners Office officials to make sure that whilst striving to deliver a good service, the Corporation was always in line with Data Protection provisions. Additionally the number of freephone numbers were increased, so that now all major services offered by the Corporation have their own freephone numbers.

Fully aware that the Corporation's clients may be persons with special needs, meetings were also held with FITA so that the ETC website and the interactive screens at the Corporation's outposts as user friendly also to persons with visual disabilities.

In order for the Corporation to take stock of the level of customer care it offers its clients, a mystery shopping exercise was carried out at its Head Office. Although the average scoring points at particular service points was quite high in others it deserves some attention. As a consequence training to staff will be given.

# CORPORATE SERVICES

During the year the Corporate Services Unit was responsible for a number of projects. This involved continuous planning and scheduling of maintenance works at Hal Far premises and other off-sites.

## **Saving and usage of rainwater at Skills Centre**

The foundations of the new Skills Centre were being eroded through the passage of water. A new gutter channel was installed, so that all water collected is diverted into this gutter which will be collected in our large reservoir. Most of the water that previously used to be lost as it was diverted to the drainage system is not being captured in the reservoir. Furthermore, action was taken so that all water collected in the Skills Centre reservoir is pumped to all reservoir tanks. The objective is that all the water collected will be used for the flushing of all toilets at Skills Centre.

## **Setup of new Library at ETC**

In August 2012, a new Library was set up. All library books were transferred to one of the garages near Block E following a transformation of the site to suit such an environment. In the coming months all library books will be inserted using the Corporation's intranet which will mean easy retrieval of information and easier location of library books.

## **Pembroke project**

ETC personnel co-ordinated the refurbishment of a block of building in Pembroke which was to house the ETC staff involved in the implementation of the Job Bridge Programme. The works included the installation of air conditioning units, polishing of all floor tiles, plastering, installation of skirting and of all furniture units.

## **Aluminium works**

Aluminium windows and fire doors and other ancillary aluminium works were constructed and installed.

## **Staff office movements-Phase 1**

The fixing of boards in the new office which will house the staff from the Parastatal Unit, has been concluded. Plastering and painting has also been concluded. Interior designers were brought over to provide layout for new furniture designs. It was decided that works are to be carried out using our internal maintenance staff.

Works in hand to embellish ETC Hal Far premises. This involves plastering, painting and other minor works performed by the ETC maintenance team. This included works in the Head Office area, car park area, skills centre, childcare centre and canteen. Work are still ongoing on most of these minor projects.

The numbers of tasks handled in 2012 were 621. The number of tasks finalized was 546. This means that 88% of the tasks were concluded with an average service time in days of 2.3.

## Health and Safety at the workplace

The main responsibilities of the Health and Safety Committee is in focusing on health and safety issues at the workplace as well as conducting regular risk audits, including health and safety training programmes for all staff. Health and safety tips were disseminated to all ETC staff using the animated NAPO character. All health and safety requests were addressed. Other projects included the start of the issue of the HaZZard newsletter, the issue of a number of first aid fact sheets and guide sheets. A number of Material Safety Data Sheets was also compiled for such material as toner, liquid bleach, kerosene, etc.

The Fire Prevention Checklist was also set up. This is helping to conduct fire audits of all ETC sites and to take appropriate action to address any irregularities discovered during such audits. Audits were conducted at the library, recreation Centre, stores, canteen and Pembroke premises.

A number of risk assessment audits were conducted. The majority of tasks that were pending from audits held before at ETC workshops were undertaken by end year 2012. This included fixing of appropriate signs, address of missing Fire Extinguishers as well as the manufacture and installation of a number of emergency exit doors. In the meantime an audit of workshop machinery was undertaken and action is being taken accordingly.

As required by legislation a number of fire evacuation plans were also formalized with the objective of being put up on the Corporation's intranet.

## Security Measures

All keys pertaining to all offices and rooms at ETC have been checked and deposited at Main Security Guard Room including those of all off sites.

The second telephone line to security guard on duty at Skills Centre reception was introduced. All email accounts to security guards were activated. Security Guards are now receiving emails and performing appropriate email archiving on their respective accounts. This is minimizing paperwork and information flow has been improved drastically.

Security guards on duty can read car pool schedules on a daily basis, besides security policies, minutes of meetings, key system plans, and evacuation plans which are being archived and updated progressively from time to time.

## Childcare Centre

Planning and monitoring has been strengthened as well as standardisation of Childcare Programmes for children under three and over three years of age. All records of ETC Childcare users are now being deposited at the Childcare centre and the pass system has been maintained to increase security. The Childcare Centre audit report compiled by MFSS was satisfactory tackled and the auditors were pleased that a number of measures were adopted. The Childcare policies manual was revised. A survey to disseminated to parents for feedback was created.



# Information and Communications Technology

The Corporation invests substantially in data processing tools and equipment as it recognizes that it has to handle substantial amount of data about the labour market which must be turned into meaningful information.

## **Software development**

It was noted that the software technology being used by the developers within the ICT Unit of the Corporation was outdated. To overcome this weakness, ICT personnel were trained and obtained Microsoft Certification. As a result, a major overhaul of the core systems has been commenced during the year and will be concluded in the next year. Two major systems have been outsourced to third-party suppliers; these are the Intranet and the HRIS system.

### *Intranet*

During the past year, the ICT Unit successfully designed a new Intranet system and issued a tender for the procurement of development services to achieve the required functionality. The envisioned Intranet will enable ETC employees to collaborate and communicate better together while ensuring that the knowledge and experience gained over time is retained within the Corporation and is easily accessible by the different employees. The system will include an automated procurement process as well as document management repository and collaboration tools.

### *Human Resource Information System (HRIS)*

The HRIU department currently makes use of a legacy software system that resides on unsecure technology and hinders the department from improving their operations. This is quite a high priority system since the technology being used is to be eliminated as soon as possible. During the last year we have performed a requirements analysis and business process re-engineering of the HRIU processes and as a result issued a tender for the re-development of the system.

## **Hardware**

### *Registration & Renewal System*

A new system that will enable more frequent registrations by jobseekers and hence deter those who may be abusing the system has been designed. This system will also provide added services to jobseekers as the latter will be able to communicate directly with their employment advisor.

The projects that were undertaken by this section are:

- The implementation of the required network and infrastructure in a number of job centre including Birgu Job Centre, Valletta Youth Stop as well as the new offices in Gozo.
- The implementation of a vacancies noticeboard that displays the vacancies automatically hence reducing the need to print vacancies as well as improving the efficiency.
- The design of the required network infrastructure overhaul to address the security as well as performance issues that were identified during an audit performed by MITA. The tender has been adjudicated and will be awarded in the next year.
- The design of the required system to provide an online Storage Area Network (SAN) that will automate backups as well as secure the Corporation's data. The tender has been adjudicated and it is envisaged that the award will be performed within the second quarter of the next year.

# FINANCIAL SERVICES

Due to the restructuring of the Corporation, the Finance Unit had to implement various changes in its operating procedures. A new chart of accounts and a new reporting system has been introduced. Another important change was the restructuring within the Finance Unit itself.

A major target for 2012 was to reduce the amount of payments issued by cheque by introducing supplier payment via the direct credit system. For this reason during 2012, the Direct Credit System was introduced as a method of payment in respect of Suppliers. During 2012 a total amount of 50 direct credit files were generated, covering almost 6,000 payments while only 2,196 cheques have been issued.

## *Finance Unit and ESF Projects*

During 2012 the Finance Unit was still involved in various ESF Projects in regards of payments of employees, trainees and trainers. The Finance Unit has issued 558 claims for a total amount of €947,204 in respect of ESF Projects in 2012.

## **Procurement and Purchase Control**

The Procurement and Purchase Control Unit maintained its support to other divisions within the Corporation by primarily developing tender documentation. Due consideration was given to ensuring that tendering procedures are all in line with the requirements of public procurement regulations.

During 2012, 21 tenders co-funded by EU Funds, namely through ESF and EURES projects, amounting to €594,567 were prepared by the PPU. Out of these, 14 tenders (valued €426,500) were awarded, two were cancelled, while a further 5 tenders (valued at €116,792) were still being adjudicated by the end of 2012.

With regard to tenders funded by the Corporation (through National funding) 17 tenders amounting to €1,109,392 were prepared by the PPU. Out of these, 10 tenders (valued €377,000) were awarded, two were cancelled, while a further 5 tenders (valued €630,000) were still being adjudicated by the end of 2012.

Therefore, the global value of tenders awarded during 2012 amounted to €803,500 compared to the value of tenders for 2011 which approximated €599,400. During the period under review, the PPU provided support to tender adjudicating committees, including preparation of relevant reports for approval by ETC's Board of Directors.

**Profile of Trainees Attending ETC Training Programmes - Malta  
Financial Year January 2012 - December 2012**

Training Programme Title	Total Number of Trainees	Gender		Age Groups			
		Males	Females	16-24	25-39	40-54	55 +
<b>Basic Skills</b>							
DIGITAL LITERACY CURRICULUM	159	94	65	28	42	55	34
ENGLISH FOR FOREIGNERS BASIC	20	14	6	2	9	9	0
LITERACY ENGLISH LEVEL 1	41	34	7	11	14	14	2
LITERACY ENGLISH LEVEL 2	35	31	4	13	16	5	1
LITERACY ENGLISH LEVEL 3	14	11	3	1	6	6	1
LITERACY ENGLISH LEVEL 4	19	9	10	5	7	3	4
LITERACY MALTESE MOD. 1	24	22	2	5	4	11	4
LITERACY MALTESE MOD. 2	9	9	0	1	3	2	3
LITERACY MALTESE MOD. 3	9	8	1	0	3	3	3
LITERACY MALTESE MOD. 4	4	2	2	4	0	0	0
MALTESE FOR FOREIGNERS BASIC	45	18	27	1	22	15	7
WOMEN FOR EMPLOYMENT	6	0	6	3	2	1	0
YOUTH INC ENGLISH LEVEL 3	14	6	8	14	0	0	0
YOUTH INC ENGLISH LEVEL 4	14	6	8	14	0	0	0
YOUTH INC ENGLISH LEVEL 6	13	5	8	13	0	0	0
YOUTH INC MALTESE LEVEL 1	2	2	0	2	0	0	0
YOUTH INC MALTESE LEVEL 5	19	9	10	19	0	0	0
YOUTH INC NUMERACY LEVEL 2	5	2	3	5	0	0	0
YOUTH INC NUMERACY LEVEL 3	28	13	15	28	0	0	0
YOUTH INC NUMERACY LEVEL 4	13	5	8	13	0	0	0
<b>Sub Total</b>	<b>493</b>	<b>300</b>	<b>193</b>	<b>182</b>	<b>128</b>	<b>124</b>	<b>59</b>

<b>Job Skills</b>							
JOB CLUB	240	210	30	23	82	83	52
JOB SEARCH SEMINAR	1133	771	362	339	281	331	182
JOB SKILLS	506	401	105	59	134	196	117
<b>Sub Total</b>	<b>1879</b>	<b>1382</b>	<b>497</b>	<b>421</b>	<b>497</b>	<b>610</b>	<b>351</b>

<b>IT Related</b>							
ADV. I.T. A+ PC TECHNICIAN	34	33	1	13	14	5	2
ADVANCED ECDL - EXCEL	26	13	13	6	12	6	2
ADVANCED ECDL - WORD	8	5	3	1	4	2	1
BASIC WEB DESIGN	5	4	1	0	2	3	0
ECDL 5 - DATABASE (ACCESS)	14	2	12	1	12	1	0
ECDL MODULES 1, 5, 6 AND 7	55	27	28	11	20	21	3
ECDL MODULES 2, 3 AND 4	141	70	71	33	54	40	14
OFFICE 2007	14	4	10	2	7	5	0
SAGE LEVEL 1	6	4	2	0	4	1	1
SAGE LEVEL 3	5	3	2	0	4	0	1
<b>Sub Total</b>	<b>308</b>	<b>165</b>	<b>143</b>	<b>67</b>	<b>133</b>	<b>84</b>	<b>24</b>

Office Related							
BASIC SALES TECHNIQUES	67	18	49	28	16	18	5
FREIGHT AND SHIPPING	17	15	2	4	12	1	0
OFFICE LEVEL 1	9	0	9	5	1	3	0
OFFICE LEVEL 2	27	5	22	9	11	5	2
PAYROLL	18	2	16	7	8	2	1
<b>Sub Total</b>	<b>138</b>	<b>40</b>	<b>98</b>	<b>53</b>	<b>48</b>	<b>29</b>	<b>8</b>

Hospitality							
FOOD HANDLERS A	76	74	2	7	42	16	11
FOOD HANDLERS B	1145	671	474	395	377	264	109
<b>Sub Total</b>	<b>1221</b>	<b>745</b>	<b>476</b>	<b>402</b>	<b>419</b>	<b>280</b>	<b>120</b>

General							
BASIC FIRST AID	310	156	154	73	117	95	25
CUSTOMER CARE	77	26	51	33	25	16	3
DANGEROUS GOODS DRIVER CRS	63	63	0	3	37	19	4
HEALTH AND SAFETY	55	33	22	6	9	27	13
OCCUPATIONAL ASSESSMENT TRAINING	28	23	5	0	4	11	13
PRIVATE GUARDS	102	86	16	32	26	28	16
PRIVATE GUARDS REFRESHER	251	209	42	15	77	109	50
TEFL	70	19	51	38	15	12	5
TRAIN THE TRAINER	49	38	11	3	19	19	8
TRAINING 4 LTRs - LIVING/WORKING MALTA	38	19	19	0	25	12	1
TRAINING FOR LTRs - ASSESSMENT ENGLISH	46	22	24	0	29	16	1
TRANSPORT MALTA CUSTOMER CARE	237	194	43	34	95	66	42
VRT TESTERS - CLASS II	5	5	0	3	1	0	1
<b>Sub Total</b>	<b>1331</b>	<b>893</b>	<b>438</b>	<b>240</b>	<b>479</b>	<b>430</b>	<b>182</b>

Trade							
BASIC PLUMBING	12	12	0	4	6	2	0
CARPENTRY & JOINERY	17	17	0	5	6	4	2
ELECTRICIAN'S MATE (BASIC) (C&G)	17	17	0	2	8	6	1
GARDENING & LANDSCAPING	39	39	0	2	13	15	9
METAL MACHINING	10	10	0	1	5	2	2
PLASTERING INCLUDING GRAFFIATO	8	8	0	0	4	3	1
REFRIGERATION & AC	27	26	1	3	15	7	2
STONE MASON AND BRICKLAYING	3	3	0	0	3	0	0
TILE LAYING (WALL & FLOOR)	11	11	0	6	5	0	0
VEHICLE SPRAY-PAINTING	23	22	1	8	10	3	2
<b>Sub Total</b>	<b>167</b>	<b>165</b>	<b>2</b>	<b>31</b>	<b>75</b>	<b>42</b>	<b>19</b>

Management and Development							
BUSINESS PLANNING	23	10	13	4	13	5	1
MANAGING MARKETS	11	5	6	2	3	4	2
MANAGING PEOPLE	18	6	12	5	6	5	2
FIRST LINE MANAGEMENT	18	11	7	2	9	7	0
LEADERSHIP AND SUPERVISORY SKILLS	6	3	3	0	2	3	1
LEADERSHIP DEVELOPMENT	8	3	5	0	3	3	2
PROJECT MANAGEMENT	22	16	6	4	8	8	2
TIME MANAGEMENT	15	5	10	2	6	7	0
<b>Sub Total</b>	<b>121</b>	<b>59</b>	<b>62</b>	<b>19</b>	<b>50</b>	<b>42</b>	<b>10</b>

Care Workers							
CARE WORKERS ELDERLY	26	8	18	5	10	9	2
CARE WORKERS FOR THE DISABLED	44	7	37	7	20	16	1
CHILDCARE	32	0	32	7	15	9	1
<b>Sub Total</b>	<b>102</b>	<b>15</b>	<b>87</b>	<b>19</b>	<b>45</b>	<b>34</b>	<b>4</b>
<b>MALTA TOTAL</b>	<b>5760</b>	<b>3764</b>	<b>1996</b>	<b>1434</b>	<b>1874</b>	<b>1675</b>	<b>777</b>

**Profile of Trainees Attending ETC Training Programmes - Gozo  
Financial Year January 2012 - December 2012**

Training Programme Title	Total Number of Trainees	Gender		Age Groups			
		Males	Females	16-24	25-39	40-54	55 +
<b>Basic Skills</b>							
GOZO - MICROSOFT DIGITAL LIFESTYLES	9	3	6	0	0	2	7
GOZO - MICROSOFT DIGITAL PROGRAMMES	5	2	3	0	0	2	3
<b>Sub Total</b>	<b>14</b>	<b>5</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>10</b>

<b>Job Skills</b>							
GOZO - JOB SEARCH SEMINARS	274	166	108	82	86	69	37
GOZO - JOB SKILLS	25	18	7	25	0	0	0
<b>Sub Total</b>	<b>299</b>	<b>184</b>	<b>115</b>	<b>107</b>	<b>86</b>	<b>69</b>	<b>37</b>

<b>IT Related</b>							
GOZO - ECDL MODULES 2,3,4	5	3	2	2	2	1	0
GOZO - ICT FOR ALL	10	2	8	0	0	3	7
<b>Sub Total</b>	<b>15</b>	<b>5</b>	<b>10</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>7</b>

<b>Office Related</b>							
GOZO - CALL CENTRE AGENT	9	0	9	2	5	2	0
GOZO - MARKETING	9	4	5	1	5	2	1
<b>Sub Total</b>	<b>18</b>	<b>4</b>	<b>14</b>	<b>3</b>	<b>10</b>	<b>4</b>	<b>1</b>

<b>Hospitality</b>							
GOZO - FOOD HANDLERS B ANYTIME	72	39	33	22	21	24	5
	<b>72</b>	<b>39</b>	<b>33</b>	<b>22</b>	<b>21</b>	<b>24</b>	<b>5</b>

<b>General</b>							
GOZO - ADT CUSTOMER CARE	16	12	8	3	4	5	4
GOZO - HEALTH & SAFETY	9	7	4	1	3	3	2
GOZO - PRIVATE GUARD REFRESHER 2012	8	8	0	0	5	3	0
GOZO - PRIVATE GUARDS	19	17	2	9	6	4	0
<b>Sub Total</b>	<b>52</b>	<b>44</b>	<b>14</b>	<b>13</b>	<b>18</b>	<b>15</b>	<b>6</b>
<b>Business &amp; Management Development</b>							
<b>Sub Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Management &amp; Development</b>							
GOZO - MANAGING FINANCE	7	3	4	0	4	3	0
GOZO - SBM - MANAGING PEOPLE	7	2	4	1	3	3	0
GOZO - TIME MANAGEMENT	5	3	2	0	3	2	0
<b>Sub Total</b>	<b>19</b>	<b>8</b>	<b>10</b>	<b>1</b>	<b>10</b>	<b>8</b>	<b>0</b>
<b>Trade</b>							
<b>Sub Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL GOZO</b>	<b>489</b>	<b>289</b>	<b>205</b>	<b>148</b>	<b>147</b>	<b>128</b>	<b>66</b>
<b>GRAND TOTAL MALTA AND GOZO</b>	<b>6249</b>	<b>4053</b>	<b>2201</b>	<b>1582</b>	<b>2021</b>	<b>1803</b>	<b>843</b>

**Profile of Trainees Attending ETC  
Traineeship and Entrepreneurship Schemes  
Financial Year January 2012 - December 2012**

Training Programme Title	Total Number of Trainees	Gender		Age Groups			
		Males	Females	16-24	25-39	40-54	55 +
<b>Entrepreneurship Scheme</b>							
Started Scheme	26	10	16	4	13	8	1
Mentoring	198	110	88	22	116	46	14
Completed Training	26	14	12	3	16	6	1
Presentation of Business Plan	22	12	10	0	20	2	0
Award of Enterprise Grant	5	2	3	0	4	1	0

## Profile of clients placed and trained Jan - Dec 2012

	Gender		Age Groups					Persons with disability	Special Case		
	Males	Females	Total	16-24 years of age	25-39 years of age	40-54 years of age	55+ years of age		LTU / VLTU	Ex-convicts	Ex-substance abusers
Placed in jobs	2,333	1,965	4,298	2,099	1,315	715	169	79	17	42	20
Personal Action Plan New	1,884	935	2,819	763	856	836	364	226	36	33	14
Personal Action Plan Review	18,147	5,422	23,569	4,294	7,635	8,116	3,524	7,350	409	579	241
Total Personal Action Plan	20,031	6,357	26,388	5,057	8,491	8,952	3,888	7,576	445	612	255
Utilisation of schemes:											
Employment Aid Programme	457	371	828	496	156	130	46	22	2	2	0
Bridging the Gap	61	8	69	19	35	14	1	---	12	12	8
Work Trial	381	381	762	611	74	61	16	52	2	6	3
Community Work Scheme	620	67	687	26	227	353	81	547	12	8	6
Youth Employment Programme	385	489	874	874	---	---	---	---			
Trained through mainstream courses	4,053	2,196	6,249	1,582	2,021	1,803	843	758	63	78	44
Entrepreneurship scheme (applicants)	16	10	26	3	15	7	1				
Apprenticeship schemes											
Technician Apprenticeship Scheme (TAS)	354	59	413								
Extended Skill Training Scheme (ESTS)	164	46	209								
Training Aid Framework (employees Applied by Employers)			12,563								









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