



Jobsplus Trainee Handbook

Training Design and Quality Assurance Unit
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Mission Statement

‘Our mission is to bring career prospects closer to the nation by providing innovative digital solutions and an enhanced customer experience. It is a direct evolution of our long-standing role in Malta's labour market, now sharpened and updated to meet modern needs. With a focus on labour mobility, human capital investment, and career development, we are committed to enhancing employment accessibility with modern and targeted services that benefit both jobseekers and employers across the Maltese Islands, whilst creating an empowering work environment for our employees.’

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1. Introduction

Jobsplus would like to welcome all learners and wish everyone success in their course.

This handbook was designed to be used as an information guide for all learners throughout their participation in Jobsplus' courses. It includes the rights and responsibilities of all those who are following a Jobsplus' course.

While Jobsplus commits itself to offer learners a positive learning experience, every learner's positive attitude, behaviour, and commitment play an important role in achieving the maximum out of our training programmes.

Trainees are reminded that the rights and obligations listed in this document are meant to prevent unsolicited situations resulting in Jobsplus asking the respective Trainee to stop attending the course.

Jobsplus would like to remind its learners that it is in their interest and their responsibility to seek out and obtain a copy of this document and be familiar with the contents of this handbook.

[This Trainee Handbook forms part of Jobsplus' learner-facing public information and supports the organisation's internal quality assurance framework. It should be read in conjunction with Jobsplus' Internal Quality Assurance \(IQA\) Policy and related procedures governing programme design, delivery, assessment, learner support, information management and complaints handling. Where this handbook summarises a process, the approved policy/procedure remains the authoritative reference.](#)

1.1 Reasons to Follow a Course with Jobsplus

There are several institutions which offer different training courses which meet an individual's training needs. That being said, Jobsplus believes that there are several advantages as to why one should follow one of our courses:

- Jobsplus offers both accredited and non-accredited courses. Around half of our courses are accredited and pegged up to MQF level 4.
- Entry requirements for each course are kept as low as possible.
- Each course is offered free of charge to all persons residing legally in Malta; whether employed or unemployed, Maltese or Foreigners.
- Courses are offered all year round, so you will not need to wait long to join a course once you have applied.
- Course schedules are based on the individual client group. This means that a course may be held in the morning, afternoon or evening.
- Over 60% of the courses are currently being held online.
- Free transport service is offered to clients. This transport is offered to and from Floriana and Hal Far.
- Learners with no internet access or with no facilities to follow a course online, may follow the training at Jobsplus' training complex.

2. Key Contacts

The first contact point for learners would usually be the course coordinators, receptionist or even the call centre or the employment advisor in case of registering unemployed.

2.1 Call Centre

The Call Centre provides general information related to services offered by Jobsplus, including, but not limited to, the courses and any schemes which are currently being offered. Apart from this, the Call Centre Agents direct the client to the Jobsplus' representative, who could help the client with their query.

The contact number for the Call Centre is **153**.

The call centre representative may direct the client towards the Jobsplus website. Here the client may find all the relevant information on every course which is offered by Jobsplus, and even find a contact number of whom to call next to each individual course. This information can be found in the link below:

<https://jobsplus.gov.mt/full-course-list#>

2.2 Reception

The reception is there to help clients with any queries they might have on any of the courses offered by Jobsplus, as well as any queries related to Jobsplus' services. The receptionist can also confirm any bookings for a course upon request or book a person for any of our courses.

In those instances where a learner is experiencing difficulties in accessing the link to follow the online training session, s/he may contact our reception. This is applicable for courses being offered in the evening.

The contact number for the receptionist is **22201610**, and the email is training.jobsplus@gov.mt.

2.3 Training Coordinators

The training coordinators are the main contact person for learners. They provide information on trainee eligibility requirements, course information such as course duration, assessment procedures, attendance, course start date and schedules. Training Coordinators help clients register for a course and assist learners on any queries they may have throughout the course. Training coordinators may also offer guidance on how to use Microsoft Teams and our exam.net platform.

A full list of courses, as well as the contact number of the training coordinator responsible for that course can be found below:

<https://jobsplus.gov.mt/full-course-list#>

2.4 Training Design and Quality Assurance Unit

The Training Design and Quality Assurance (TDQA) Unit is responsible for designing the courses and ensuring that the training standards are met and maintained throughout. The TDQA unit liaises with MFHEA in order to get the courses accredited and pegged at MQF levels between 1 and 4. Furthermore, this unit is responsible to set out the assessment procedure for each course and for ensuring that all training material is up to standard and that it address all the learning outcomes of the course/module. The TDQA unit also monitors the delivery of the courses to ensure that the course delivery follows a student-centred approach and standards are maintained.

The TDQA unit can be contacted if a learner is experiencing difficulties during the course or requesting assessment arrangements owing to a disability or impairment.

The contact email is: qa.jobsplus@gov.mt.

3. Learning Programme Information

3.1 Courses Information

Jobsplus offers around 140 courses. Courses are generally held in the evening to accommodate most of its learners who are in employment. Nonetheless and subject to demand, Jobsplus may also offer courses in the morning or early afternoon, including Saturdays. Jobsplus runs its courses on a demand basis, hence for courses with a low take-up Jobsplus reserves the right to postpone the course to secure additional learners.

Jobsplus offers a mix of accredited and non-accredited courses. While most of Jobsplus courses are offered online, classroom-based training is also available. Any courses that have a practical element are offered in class only.

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3.2 Eligibility Criteria and Course Application

Each course has different eligibility criteria, which can be viewed by clicking on the desired course from the below link:

<https://jobsplus.gov.mt/full-course-list#>

Before applying for a course, clients are advised to check the eligibility criteria, since they will not be allowed to attend for such a course should they not meet the minimum entry requirements. Once this is done, clients can apply for the desired course. This can be done in various ways:

- By contacting the training coordinator via telephone (number is provided on the website alongside the course title) or the Training Complex on 22201610 or freephone 153,
- By sending an email on training.jobsplus@gov.mt, and highlighting which course the applicant would like to apply for and attaching the CV along with any other relevant documentation and qualifications,
- By visiting any of Jobsplus branches including the Training Complex,
- By applying for a course through the Jobsplus website directly: <https://jobsplus.gov.mt/courses>

It is important to note, that although different courses have different eligibility requirements, all courses require the individual to have completed compulsory schooling and be up to 65 years of age. Pensioners who are still in employment may also benefit from Jobsplus courses.

Once a client applies for a course, s/he will receive confirmation of his/her application. Clients that are put on a waiting list will receive a notification of the start of the training, including the course registration form and the course schedule up to 4 weeks prior to the course start date. Individuals who are not able to attend are invited to inform Jobsplus accordingly. The same information is also sent to individuals who apply for scheduled courses so that they are reminded on the training sessions.

4. Jobsplus Community

4.1 Equal Opportunities

Jobsplus Equal Opportunity ~~ies~~ Policy aims to provide equal opportunities to everyone, ~~irrespective of gender, religion, marital status, family status, age, disability, race or ethnic origin, political views, imposition of personal views and learning capabilities such as illiteracy.~~ and reflects Jobsplus' commitment to multiculturalism, non-discrimination, and the identification and support of learners with specific learning needs. Jobsplus values diversity and welcomes all ~~clients~~ learners to participate in its courses, provided they meet the minimum entry requirements of the respective course, ~~and as indicated in the Employment and Training Services Act of Malta,~~ and in a manner that supports equitable access, meaningful participation and fair outcomes for a diverse learner population.

Jobsplus promotes an inclusive culture by encouraging good practice in teaching, learning and assessment. Jobsplus is committed to ensuring a safe, accessible and culturally responsive learning environment for all learners coming from diverse and unique backgrounds, including learners whose first language is not Maltese or English. Furthermore, Jobsplus provides assessment papers of some courses both in Maltese and English and when possible makes arrangements to accommodate people

who are illiterate or have a certain disability, and commits to identifying barriers to learning and, where reasonably practicable, implementing appropriate support and adjustments for learners with specific learning needs and/or disabilities across learning, teaching and assessment. Jobsplus' Equal Opportunities Policy is available at <https://jobsplus.gov.mt/media/jkclvhiv/equal-opportunities-policy.pdf>.

4.2 Student Advisory Service

Learners can contact the respective Training Coordinator for any query or issue which might arise throughout the duration of the course. Any query relating to schedules, course duration, assessment procedures, requesting a resit after having failed an assessment, or even to report on any form of harassment, should be addressed to the Training Coordinators who will assist trainees in whatever they require. Learners who are registering for work with Jobsplus are also encouraged to keep their respective Employment Advisor updated and booking of courses should be done through the Employment Advisor

5. Programme Delivery

Jobsplus strives to offer the best service possible, while also meeting the learning requirements of its learners. For this reason, Jobsplus offers its courses in three different ways:

5.1 Main Hub


Courses are held at Jobsplus Training Complex in Hal Far. This location is armed with a total of 16 classrooms, 5 computer labs and 8 workshops which are used for the various trade and technical courses. Courses are even organised in Gozo and sometimes even at the employers' premises or at local councils, subject that the minimum number of learners is reached.

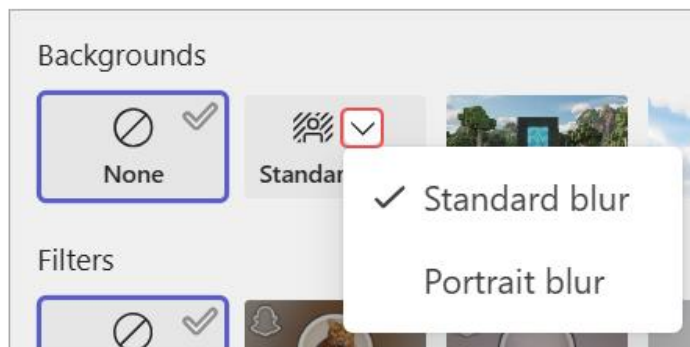
5.2 Online


A number of courses are also being offered online. For courses which require a practical element, such as First Aid or any of the Trade or Technical courses, the online option is not offered, since such courses require a hands-on element which cannot be conducted online. For the delivery of its online courses, Jobsplus uses Microsoft Teams. Trainees do not need to have Microsoft Teams installed on their PCs as this application can be accessed through the browser. Before the training session, trainees receive a link from the designated Trainer. During the training sessions learners need to keep their cameras on, while blurring their background. For these online sessions learners are expected to find a place that is conducive to learning and with minimal distractions.


To blur the background:

Before a meeting



1. Go to your Teams calendar.
2. Select a meeting and select **Join**.
3. From the pre-join screen, select **Video effects** 
 - a. To blur your background, select the dropdown arrow next to **Blur** and choose **Standard blur** or **Portrait blur**.



- b. Select a Teams background to apply it to your video feed, or upload and apply your own.
 - To use an image of your own, select **More video effects** > **Add new**  and then select one to upload from your computer. Make sure it's a .JPG, .PNG, or .BMP file.

To turn off background effects, select **None** . Your background will persist in all your meetings and calls until you change it again.

During a meeting

1. Join a Teams meeting.
2. In your meeting controls, select **More actions** *** > **Video effects and settings** .
3. Select **Video effects**.
 - a. To blur your background, select the dropdown arrow next to **Blur** and choose **Standard blur** or **Portrait blur**.
 - b. Select a Teams background to apply it to your video feed.
 - c. Select **Add new**  to upload and use an image from your computer. Make sure it's a .JPG, .PNG, or .BMP file.
4. Select **Preview** to view the background before you apply it.
5. Select **Apply**.

At the beginning of an online course trainees are shown a PowerPoint presentation which contains the general guidelines pertaining to appropriate behaviour during the sessions, trainees' responsibilities with regards to attendance and relevant information regarding certification.

For more information on online assessment procedures, learners can refer to the document titled "Online Assessment Guidelines for Trainees" available at <https://jobsplus.gov.mt/media/j0cd3szzr/tcqa-401-online-assessment-guidelines-for-trainees-rev-02-21012022.pdf>.

5.3 Hybrid

For learners who do not have the necessary facilities, Jobsplus offers its facilities so that these learners can follow an online course from our premises. Through this hybrid method some learners would be following the course from home, through an online link, while others would be present in class. Learners who want to benefit from this flexibility must inform the respective Training Coordinator prior to the course start date.

6. The Learners' Commitment

Learners are encouraged to be committed to the following:

- Provide accurate and relevant information when filling out the course registration form and to submit the form within the timeframes set by the designated Training Coordinator.
- Engage actively in the learning process and participate throughout the course.
- Provide considered, honest and timely feedback to Jobsplus and its staff on the quality of the courses, the teaching and Jobsplus services.
- Inform the Training Coordinator as early as possible about any disability issues and/or learning difficulties that will hinder the learning experience.
- Discuss any concerns regarding ongoing assessment and final assessment as early as possible with relevant trainers and/or the Training Coordinator.
- Consult with Trainer and Training Coordinator with issues regarding the course schedule and attendance.
- Access and abide to all policies, procedures and regulations relating to the assessment, and where necessary, seek clarification.

6.1 Attendance Regulations & Absenteeism

Regular attendance in class/online is expected from all course participants. Attendance shall be recorded on the official attendance sheets kept by the respective Trainer/s and Trainees must adhere to the times listed. Punctuality in class will avoid undue inconvenience to the whole class. As part of Jobsplus' policy to monitor Trainees' attendance, each Trainer is requested to fill in the Late Arrival / Early Departure section on the Attendance Form. Such instances will be accounted for the calculation of the 80% attendance.

Learners must ensure that their attendance does not fall below 80% in any course (except the ICDL courses for which learners are allowed to miss one session only). Failing to attend the minimum 80% of the course will result in the learner being considered as a drop-out and thus not being allowed to sit for the assessment and eventually awarded with a Certificate of Achievement at the end of the course.

Absence which is due to sickness or other medical appointments form part of the 20% allowable absence. In the case of Trainees who are registering for employment with Jobsplus, dismissal or not attending a course may lead to strike off. In the case of a registering unemployed who fails to turn up for the course or regularly misses training sessions or drops out of the course, the training coordinator alerts the respective employment advisor, and the latter evaluates the circumstances and may decide to proceed with a strike off. This means that the individual will be removed from Jobsplus' unemployment register for a period of time.

For online sessions, students who are prompted by the trainer and are not responsive throughout the whole session will be marked as absent even if they appear following the session. A trainee cannot ask someone else to take their place for any particular session, nor can use AI bots to take notes for them, while they are not present for the session. If this is the case, the trainee will be marked as absent for that session. If any particular AI bots are to be used for taking notes, or if a trainee wishes to record the session, written consent must be obtained from the Trainer and from the other trainees as well. It is not allowed to record the session without first obtaining the necessary permissions. When permissions are granted, the designated Training Coordinator is to be informed. Jobsplus will not

assume responsibility or be held liable for such instances where it has not been notified or AI bots are used with no consent.

6.2 Assessment

Throughout the course, learners will have ongoing assessments as part of their formative or final assessment. Although not all ongoing assessments have marks allocated to them, they are still an important tool for learners to ensure they are following and trainers to evaluate whether learners are understanding the underpinning knowledge that is being imparted.

At the end of each module and where applicable, learners will be required to sit for a formal assessment (that can take the form of an oral exam, a written exam, a project assignment, a practical exam, or a presentation or a combination of those). The type of assessment will depend on the respective course/module. Alternative assessment arrangements may be provided to assist persons with disability or with learning difficulties, however this is applicable for all non-accredited courses and accredited courses up to MQF level 3. For courses that are delivered online, Jobsplus reserves the right to hold the assessment physically at its Training Complex or any other facilities deemed fit.

More information on the type of assessment can be found online by clicking on the desired course from the list of courses: <https://jobsplus.gov.mt/full-course-list#>. During the assessment, Trainees are expected to:

In the case of assessments being held physically:

- Remove personal belongings (including mobiles) and course notes or any training material from the desks
- Switch off any electronic equipment
- Do not talk to or copy from other trainees; and
- To sit at an adequate distance from other trainees.

In the case of assessments being held online:

- Remove personal belongings (including mobiles) and course notes or any training material
- Keep the camera on
- Use Jobsplus' designated platform called exam.net; and
- Refrain from using any AI tools or translation software.

6.2.1 Plagiarism

Some of the courses contain Journal Entries as part of the Ongoing Assessment, while other courses require learners to conduct a short presentation or a project assignment as part of the final assessment. In such cases, learners are reminded that plagiarism is not tolerated and if it is detected during any of the assessments, further action may be taken by Jobsplus. The same applies for the use of AI tools. Full reliance on such tools will automatically result in a failed assessment.

Any literature, material or online resources used are to be properly referenced.

6.2.2 Cheating or copying during assessment

Any suspicion of cheating or copying during the assessment will be reported by the invigilator to the Training Coordinator, who will bring it to the attention of the TDQA Unit. When there is suspicion of cheating, or it is evident that there is cheating during the assessment, the learner caught cheating will be asked to hand in the assessment paper and will be given a fail for that assessment. If learners are caught copying from each other or are caught allowing other learners to copy from their assessment paper, these learners will be asked to stop from continuing the assessment. They are then informed that their assessment is invalid and that they will be requested to re-sit for the assessment at a later date. Further action may also be taken by Jobsplus in such cases.

Should the Trainer fail to spot trainees who were copying but while reviewing the assessment papers it will result that the trainees had copied, then action will be taken accordingly. If any trainee is caught copying for the second time, either in the same course or in any other future course/s, the trainee will be suspended.

Plagiarism means presenting someone else's work as your own without their consent. Plagiarism is wholly unacceptable and is comparable to cheating in exams. If plagiarism during an assessment (copying from course notes or websites) is discovered whilst reviewing assessment papers then action will be taken accordingly. In such cases the trainee is asked for a clarification. Should such a clarification be considered unacceptable, then the trainee must re-sit the assessment.

6.3 Intellectual and property rights

Jobsplus reserves the right of ownership of all material (created by Jobsplus staff) used for the delivery of physical or online courses. No material may be reproduced, distributed or electronically recorded. When using any material presented during the lesson, its authors are to be referenced.

7. The learner's Conduct

7.1 Behaviour

Mature and disciplined behaviour is expected in all areas of the Training Complex. Proper respect for others as well as towards Jobsplus staff is expected. Procedures indicated in this document must be always adhered to. Jobsplus has a zero-tolerance approach to violence and harassment in all its forms. In cases when the learner feels to have suffered discrimination, a complaint can be submitted as

explained in further detail in *Section 8.5*. The same policy is applicable for courses that are held outside Jobsplus' premises and online.

7.1.1 Bullying

Physical and psychological bullying during training programmes is strongly disapproved of, is unacceptable and will lead to disciplinary action. Jobsplus endeavours to provide an environment that will give all learners the freedom to learn without having to suffer bullying, intimidation, or harassment. Bullying includes:

- Aggressive behaviour towards another person or persons – including Trainees, Trainers, staff, or other clients/visitors at the training venue
- Repeated verbal/ psychological harassment
- Constant personal insults and name calling, including in communications via email, social media, and the virtual learning environment
- Uncomplimentary remarks likely to cause serious offence
- Constant ridiculing of a person or persons by another person or persons
- Intimidation and threats in general

Anyone subjected to such behaviour, should immediately inform their Trainer and/or Training Coordinator.

7.1.2 Sexual Harassment

Jobsplus also has policies to protect its Trainees from sexual harassment. Jobsplus recognises that sexual harassment is a form of sex discrimination, which is defined as unwanted conduct of sexual nature, or other conduct based on sex, affecting the dignity of a person. This would encompass any act or conduct including spoken words, gestures or the production, display or circulation of written words, pictures, or other material, which is unwelcome and could be reasonably regarded as offensive, humiliating, or intimidating. In the event of the above happening, the Trainee should, in confidence, approach his/her Trainer or the Training Coordinator.

Trainees who offend in this manner are liable to dismissal from the course and may be liable to legal action.

7.1.3 Other forms of harassment

Misconduct may also include, but is not limited to:

- Discrimination against another person, including the use of discriminatory language
- Damage to or theft of property from the institute or members of staff or learners
- Reckless or malicious allegations against other learners, trainers, or staff
- Persistent failure to respond or comply with formal disciplinary sanctions imposed under the disciplinary procedures or other Jobsplus' policies and procedures

- Use of alcohol and drugs on premises

Trainees should also avoid any references in their communication which may be considered offensive on the basis of the above-mentioned aspects. Failure to do so may result in Jobsplus taking further action.

Jobsplus disassociates itself from any arguments of personal and confidential nature which may arise between learners. Action will be taken against the importation of such arguments and issues during lecture time.

7.2 Dress Code

Dress and appearance should complement the learners' behaviour. Learners are expected to dress comfortably and decently. The dress code prohibits the wearing of very short skirts or trousers, low-cut tops or short dresses, sleeveless vests and flip-flops while attending the training programme. See-through clothing is likewise not acceptable.

Learners attending trade courses are expected to wear personal protective equipment. The Trainer or Jobsplus' personnel reserve the right to stop a learner who is not wearing personal protective equipment from entering the workshop.

It is disrespectful to Trainer, Trainees and Jobsplus staff to keep caps/hats or sunglasses on in the training room / workshops.

Proper attire is to also be worn during online training sessions.

7.3 Food, Drinks and Smoking

Consumption of food and drinks should ideally occur outside the training rooms or workshops. For Health and Safety reasons drinking is strictly prohibited in the workshops.

Jobsplus is committed to providing a healthy environment for all learners. Smoking is prohibited inside the Training Complex. This policy applies also to electronic cigarettes which are prohibited wherever smoking is prohibited.

7.4 Housekeeping

Learners are responsible for maintaining the cleanliness and tidiness of the lecture rooms, workshops, and the Training Complex in general. These places must be kept clean and orderly to ensure a safe, efficient, and pleasant environment.

Learners are expected to leave chairs and tables in an orderly manner, windows closed, and training equipment, lights, and air-conditioners (ACs) switched off before leaving the room or workshop.

7.5 Loss or Damage of Property

Jobsplus does not accept responsibility for loss or damage of personal property incurred by learners while following training programmes. It is advisable that learners do not bring any valuable items with them on the premises.

In case where theft is suspected, Jobsplus reserves the right to call in the police to perform routine searches.

7.6 Mobile Phones

Mobile phones should be set to silent during training sessions (including during online courses) and should be answered outside the training room after requesting the Trainer's permission. Outgoing mobile calls should be made outside the training room during breaks or before/after training sessions. Learners are not allowed to record sessions or take photographs during session. Learners are also prohibited from uploading photos of Jobsplus training sessions on any social media platforms. The same applies for online sessions where learners cannot take screenshots and upload them on their social media accounts. Jobsplus will not be held liable in cases of GDPR breaches relating to such instances.

8. Learners' rights

8.1 Re-sit and Revision of Paper

If the learner fails the assessment because they do not obtain the minimum 45% pass mark, are absent during the assessment or have been caught cheating during the assessment, such learners will be offered to sit for the re-sit assessment. Learners are given a one-time opportunity to re-sit the relevant module assessment.

Learners who fail an assessment may request a revision of paper within 5 days from receiving the result. The request for a revision of paper is only applicable in those cases where the learner attains between 30% to 44% of the total marks in the assessment.

8.1.1 Internal Verification of Assessment Papers

The process of Internal Verification of Assessment papers ensures consistency among trainers and fairness in the allocation of marks. The TDQA Unit sample checks assessment papers to make sure that such assessments have been fairly corrected. If any discrepancies are found, then all assessment papers are checked. In such cases the Trainer is informed, and an explanation is requested from the Trainer. If necessary, the assessment mark obtained may be revised accordingly.

8.2 Certification, Course Progression and Schemes available

After each course, provided that the learner attends at least 80% of the course and passes from the assessment of each module, the learner will be awarded a Certificate of Achievement. Those who attend at least 80% of the course but fail one or more modules, will be awarded a Confirmation of Attendance.

For long courses, when the learner will not be able to attend the 80% attendance, due to justified circumstances, the learner may be granted the possibility of joining another group. Justified circumstances should be explained in writing (or e-mail) to the Training Coordinator while following the course and accompanied by documentary evidence showing that the situation was unforeseen and could not be prevented. Examples of such situations include illnesses, bereavement, and court sittings, amongst others.

After completing some courses, learners may opt to further their competencies by following a more advanced course. Although this is not possible for all courses, some courses such as the Accounting courses, ICDL courses, Literacy courses and Trade courses offer this possibility.

Inactive or unemployed persons may opt to participate in placement schemes that are on offer from time to time. Thanks to these schemes, the trainee may acquire practical experience that complements the theoretical training offered through the courses. Interested learners can send an email on trainingschemes.jobsplus@gov.mt, and even access such information from the Jobsplus website: <https://jobsplus.gov.mt/funding>.

Employed or unemployed individuals who would like to follow a course, which is not offered by Jobsplus can benefit from a scheme, which enables them to acquire funding to further their studies with other institutions. More details can be obtained from the Jobsplus website: <https://jobsplus.gov.mt/funding/myskills-scheme#>, or by sending an email on myskills.jobsplus@gov.mt.

8.3 Feedback and Evaluation

Jobsplus welcomes any suggestions from learners aimed at improving the training programme itself, the delivery of the course or even the assessment. Learners are encouraged to fill in the feedback form which is provided to each learner at the end of the course/module. For online courses, learners are sent such a form via a link.

Once these forms are received, the TDQA unit reviews and evaluates the feedback received and highlights areas for improvement. This process is very important to Jobsplus as it allows our courses to remain relevant to the learners' needs.

Jobsplus also seeks feedback from clients who have registered for a course but have either failed to turn up for the course or have started to attend a course but dropped out during the course. Such feedback is important as it can give a clear understanding of the clients' needs and help Jobsplus to improve its service.

8.4 Data Protection

Jobsplus commits itself to maintain learners' records accurately, securely and in a timely manner, as per the ~~Data Policy Act~~ [Data Protection Act 2018](#) and in a way in which ~~they respect~~ [respects](#) the requirements of GDPR legislation. Jobsplus obtains details relating to its clients when such clients either register for employment or apply for a course. Such records are kept up to date as much as possible. For online courses, upon joining the session, the student is consenting Jobsplus to fairly and lawfully collect, record and process personal data.

Jobsplus retains the right to process any personal data according to the Data Protection Act 2018 and the General Data Protection Regulations. Such data will not be disclosed to third parties unless such data is required in order to provide the client with employment and training services in accordance with Jobsplus' obligations within the Employment and Training Services Act XXVIII of 1990, or it is required under any other specific law.

The client retains the right to access his/her personal data as processed by Jobsplus. The client is required to provide correct data and to inform Jobsplus if any of this data change. The client retains the right to access, change and delete, where applicable, the information which concerns him/her.

The posting of screenshots from ongoing lessons on personal social media accounts is strictly prohibited if they contain any visible personal information. This includes names, photographs, profile images, participant lists, or any other identifying details of trainees, trainers, or staff.

Respecting the privacy and confidentiality of everyone involved in the training is essential. Sharing such content without proper authorization may compromise personal data and violates our privacy guidelines.

8.5 Complaints

Jobsplus is committed to providing a high-quality educational experience to learners, supported by excellent academic and administrative support services. Jobsplus recognises that issues may arise, and learners can express their concerns or dissatisfaction. When such cases arise, Jobsplus encourages learners to bring forward such concerns and assures its learners that they will not be disadvantaged in any way for bringing any concerns to our attention. Complaints should relate specifically to one or more of the following:

- Failure of Jobsplus to meet obligations.
- Misleading or incorrect information on Jobsplus' website and any other information provided by Jobsplus.
- Concerns or issues relating to the delivery of a programme, teaching, supervision and/or administration.
- Poor quality of facilities, learning resources or services provided directly by Jobsplus.
- Complaints involving other organisation or contractors who are providing a service on behalf of Jobsplus.

- Complaints relating to allegations of discrimination, bullying, harassment, or victimisation by members of staff or other learners.

Such complaints can either be sent to the Training Coordinator by email or on our generic email training.jobsplus@gov.mt or jobsplus@gov.mt.

You can also seek assistance through the Help Hub page of our website <https://jobsplus.gov.mt/help-hub#>, where you can also be assisted by an AI Chatbot.

Jobsplus aims to handle complaints fairly, consistently and in a timely manner, in line with its internal quality assurance arrangements. Where appropriate, complaints are recorded and reviewed to support continuous improvement in programme delivery and learner support. Learners will receive an acknowledgement and will be informed of the outcome once the matter is reviewed. If a learner is not satisfied with the response received, the complaint may be escalated for further consideration in line with Jobsplus' complaints handling arrangements.

9. Health and Safety

Jobsplus is committed to protecting the health and safety of its employees, trainers, learners, and visitors and ensuring the security of Jobsplus' premises and facilities. Jobsplus and its employees must observe and facilitate the adherence to the relevant laws, regulations, standards and policies and the observance of sound practices relating to matters of health and safety. Individuals should immediately report any threat or risk to health or safety, whether it be their own or others', and should take reasonable steps to promote physical security.

9.1 Fire

To prevent a fire caused by an electrical fault from occurring at the Training Complex, trainers and learners alike are encouraged to:

- Store away any combustible materials from sources of ignition
- Turn off any electrical equipment they use during training sessions before leaving the room/workshop
- Limit the use of electrical extension cords to the bare minimum

Jobsplus Training Complex is equipped with automated smoke detectors, an automated alarm system and hand-held fire extinguishers. Fire extinguishers are placed throughout the building and positioned according to the class of fire anticipated in the area.

9.2 Emergency Evacuation Plan

It is important that learners familiarise themselves with the evacuation routes and fire exits. Students who may require specific assistance to evacuate from the building should inform the Training Coordinator when registering for the course, so that the necessary arrangements can be made. In the event of a major emergency when an evacuation is required, learners should:

- Proceed to the nearest Emergency Exit in an orderly manner
- Refrain from using elevators
- Listen to any instructions given by the Trainer or other responsible personnel
- Assemble at the designated Fire Assembly Point opposite the Main Reception
- Ensure that your Trainer has accounted for you
- Notify your Trainer of anyone who is still unaccounted for
- Await instructions on when it is safe to return to your training room

In the event of a life-threatening emergency, the learners should:

- Remove the individual from any nearby hazards,
- Inform reception desk immediately of the nature and location of the injured/ill individual,
- Remain with the individual until medical assistance arrives.

9.3 First Aid

Jobsplus acknowledges its responsibility and is committed to providing first aid facilities and services for staff, learners, and visitors in accordance with the requirements of current legislation. Jobsplus will fulfil its obligations by:

- Ensuring that employees and learners receive immediate attention if they are injured or taken ill at work, irrespective of whether the injury or illness was caused by the work or activities they do.
- Ensuring first-aid provision is adequate and appropriate for the circumstances. This means that sufficient first-aid equipment, facilities, and personnel should be always available, taking account of alternative working patterns, to either give immediate assistance to casualties, or summon an ambulance or other professional help.
- Ensuring that all workshops and classrooms are to be equipped with health and safety equipment as per the applicable legislative HSE parameters. A first aid box is also found in every workshop.

In the case of assistance, learners can ask the security personnel at the reception area or make use of one of the first aid boxes distributed throughout the Jobsplus premises. Hence, it is important that learners familiarise themselves with the whereabouts of the first aid boxes.

9.4 Accident reporting

All serious accidents at Jobsplus must be reported to the security personnel at the reception area or by phoning the ambulance (112), depending on the severity of the accident.

9.5 Machinery in workshops

Before using any of Jobsplus equipment during your training, learners should receive proper training and instruction to avoid hurting themselves and others in the workshop. Each learner is responsible to wear the appropriate Personal Protective Equipment (PPE) and apply the best operating practices when using machinery. The Personal Protective Equipment (PPE) required is instructed by the trainer and shown on the relevant mandatory signage of each workshop. The Trainer reserves the right to stop learners not wearing their PPE from entering the workshop.