

PL7250

**Employment & Training Corporation**

**Annual Report 2006 - 2007**

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## **Chairman's Foreword**

On behalf of the Board of Directors, management and staff, I am proud to present the Annual Report for the Employment and Training Corporation for the financial year October 2006 to September 2007.

This year has seen a decrease in unemployment levels, to which ETC has actively contributed through a wide range of employment and training measures. More job vacancies have been captured through increased outreach with employers, and a higher number of work placements has been achieved. Over 3,500 persons have been placed in work through the Corporation's intervention as well as hundreds of others having gained work experience through temporary exposure schemes. Improvements have been implemented in respect of the Corporation's employment advisory services, where a comprehensive path of services is now being offered to each jobseeker. This path starts with an introductory jobsearch seminar and, by means of a tailored Personal Action Plan which is jointly agreed to with each jobseeker, allows for a range of measures that best suit the jobseeker's abilities and preferences.

ETC has also contributed to raising national skill levels, training over 5,500 persons and redesigning its training instruments such as training grants and traineeships to meet the needs of employers and trainees in the best way possible. The construction of an extension to our Skills Centre in Hal-Far will allow ETC to continue to increase its training output. The Corporation has maintained its efforts to promote gender equality in the labour market, to facilitate access to work for both women and men and to assist persons to make informed career and employment choices.

ETC has successfully utilised ESF funds to provide training and work opportunities to a broad range of jobseekers and will continue to do so in future. Other EU funds such as Leonardo da Vinci have contributed to enhancing the knowledge and skills of our staff. ETC has continued to strengthen its capacity to process work permits in as fair and rapid a way as possible.

In addition to its active measures, ETC has also contributed to the development of employment policy and strategy, working closely with other actors in Malta as well as with its European counterparts. ETC has contributed to the gathering of labour market information and has continued its research efforts to understand labour market trends and requirements. Further use has been made of the potential of IT to automate its processes to the benefit of clients and to greater efficiency in operations.

Lastly but surely not least, ETC has continued to train its staff to meet the ever-new challenges of an evolving labour market. This year also saw the signing of the Collective Agreement for the years 2007 to 2010 which includes improved family-friendly measures in line with government policy and with a view to retaining the talent and experience gained by our staff.

Together with the Board of Directors, I augur the Corporation another fruitful year in service of jobseekers and employers alike.

## 1.0 LABOUR MARKET DEVELOPMENTS IN THE PAST YEAR

The increase in the gainfully occupied population recorded last year has been recorded again this year. Administrative data held by the Employment and Training Corporation show that the number of persons in full-time employment increased by 587 persons between June 2006 and June 2007. The number of persons who are in part-time employment as their primary job increased by 1,948 during the same period. The increase in employment levels was primarily noticeable in the real estate, renting and business sector and in the community, social and personal service sector. Employment in the private sector increased while that in the public sector continued to decrease. Private sector employment accounted for 70% of the gainfully occupied population as at end June 2007. There were 16,632 self-employed persons at end June 2007; this figure represents the highest figure reached in the last five years.

The number of jobseekers on Parts 1 and 2 of the unemployment register at end September 2007 amounted to 6,629 (Table 1). This indicates a drop of 555 persons over September 2006. The number of unemployed women decreased marginally while the number of unemployed men decreased by 531 persons. The drop in unemployment levels primarily reflects increased economic activity resulting in more job opportunities. However, ETC's active labour market measures and enforcement measures have also contributed to the lowering of unemployment levels.

Table 1

Malta & Gozo – Parts 1 & 2 by gender					
	Sep-03	Sep-04	Sep-05	Sep-06	Sep-07
Men	6,265	6,505	5,571	5,472	4,941
Women	1,677	1,635	1,639	1,712	1,688
<b>Total</b>	<b>7,942</b>	<b>8,140</b>	<b>7,210</b>	<b>7,184</b>	<b>6,629</b>

Table 2 shows a breakdown of the registered jobseekers by age group. It indicates a drop of 584 persons or 19% in unemployment among those aged 16-29 years. The number of registered unemployed in the 30-49 age groups remained fairly stable while unemployment among those over 50 years of age increased by 98 persons.

Table 2

Unemployment Analysed by Age Group (Part 1 & 2)					
Age Group	Sep-03	Sep-04	Sep-05	Sep-06	Sep-07
16 - 19 years	1,184	1,050	925	953	671
20 - 29 years	2,330	2,354	2,128	2,103	1,801
30 - 39 years	1,514	1,581	1,434	1,451	1,404
40 - 49 years	1,816	1,819	1,529	1,502	1,480
50 years & Over	1,098	1,336	1,194	1,175	1,273

In the past year, unemployment duration spells have decreased. The relative number of jobseekers who have been registering for work for up to eight weeks increased by 5 per cent (Table 3) while the number of persons registering for between 25 and 52 weeks dropped quite sharply by 391 persons.

Table 3

Unemployment: Duration of registration (Parts 1 & 2)					
	Sep-03	Sep-04	Sep-05	Sep-06	Sep-07
Weeks					
0 - 8 weeks	2,277	2,041	1845	1726	1,934
9 - 16 weeks	1,160	1,020	973	1009	841
17 - 24 weeks	601	687	587	569	500
25 - 52 weeks	1,097	1,479	1104	1309	918
53 weeks & Over	2,807	2,913	2701	2571	2,436

The number of jobseekers opting for jobs in the manufacturing sector dropped substantially as a good number of them changed their preferences to labouring jobs. The increase in the latter category can also be attributed to the inflow of persons made redundant during the period under review. Contrary to previous years, jobseekers opting for technical and professional occupations decreased as they are finding employment in the occupational area of their choice.

Table 4

Occupational preferences of the registered unemployed						
Occupational Group	September 2006			September 2007		
	Men	Women	Total	Men	Women	Total
<b>Manual</b>						
Construction	558	0	<b>558</b>	506	0	<b>506</b>
Metal Working	276	0	<b>276</b>	204	2	<b>206</b>
Wood Working	0	0	<b>0</b>	0	0	<b>0</b>
Printing	14	0	<b>14</b>	14	0	<b>14</b>
Textiles	5	11	<b>16</b>	13	25	<b>38</b>
Miscellaneous other manufacturing	1,681	347	<b>2,028</b>	1,091	204	<b>1,295</b>
Catering	221	36	<b>257</b>	185	32	<b>217</b>
Other Service Workers	500	120	<b>620</b>	471	156	<b>627</b>
Labouring	282	78	<b>360</b>	677	132	<b>809</b>
Agriculture	216	1	<b>217</b>	200	1	<b>201</b>
<b>Non-Manual</b>						
Clerical	551	641	<b>1,192</b>	447	609	<b>1,056</b>
Supervisory	30	2	<b>32</b>	33	1	<b>34</b>
Technical & Professional	822	248	<b>1,070</b>	589	148	<b>737</b>
Miscellaneous	316	228	<b>544</b>	511	378	<b>889</b>

## **2.0 EMPLOYMENT SERVICES**

As in previous years, the Employment Services Division of ETC continued to offer employment services to jobseekers. During the financial year under review, the process flow was improved and considerable effort was made to strengthen relations with employers, resulting in more vacancies being received. The major strategic focus was on activating the unemployed through a number of employment schemes and measures, as well as information-giving activities.

### **2.1 Registration services**

The decentralisation of the registration process whereby registrants who lapse their weekly registration can resume their registration at one of ETC's Job Centres was welcomed by our clients.

An 'Information leaflet for jobseekers' was developed and sent by post to all jobseekers. This leaflet is intended to provide guidance to jobseekers who are registering for work by outlining their rights and obligations. Other publications provided answers to frequently asked questions to assist clients who come to register for work for the first time. One such booklet contains information about registration procedures while the other contains information about the Conditions of Work.

### **2.2 Introduction of extra registration appointment**

In order to address situations where jobseekers who are registering for work but are in illegal employment, the Corporation introduced a second registration appointment for the same week for long term unemployed persons. To date, this measure has been introduced in Mosta, Cottonera and Xewkija. Discussions are ongoing with the Department of Social Security to introduce these second appointments in all registration areas.

### **2.3 Job vacancies and placements**

In order to offer a better job matching service to job seekers, it is important for ETC to have access to a large number of vacancies. Therefore, ETC worked hard to obtain more job vacancies and particularly, to obtain as detailed information as possible about these vacancies to ensure the best possible matching. In addition, efforts have been stepped up to inform employers about the range of ETC Employment Schemes.

The number of job vacancies notified to ETC amounted to 13,489 (Table 5), which represents an increase of 54% over the previous financial year. Vacancies in Gozo amounted to 286, 37% of which were for part-time employment. However, these figures may be inflated. ETC has reduced the duration of active vacancies from two weeks to one week (unless the employer advises ETC to extend a vacancy further) to avoid employers receiving applications after a position is filled as well as to avoid jobseeker disappointment if the vacancy no longer exists. If an employer does not extend a current vacancy beyond one week, then subsequently opens the same vacancy again, this is counted as an additional vacancy, thereby possibly inflating the total number of vacancies (which in turn decreases the placement to vacancy ratio which is one of ETC's effectiveness measures).

Unlike in past years when vacancies were distributed among employment advisors on the basis of location, vacancies are now allocated to advisors on the basis of sector. This is enabling our advisors to become more familiar with the employment needs of the particular economic sector/s for which they are responsible.

During this financial year, the Corporation created a new Unit for Employers' Services and Schemes. The Unit is currently working on an outreach Action Plan for employers. The aims are twofold:

- a) to inform employers about the services offered by the Vacancy Profiling Unit (VPU) and other employment services available to them;
- b) to better understand employers' human resources needs and orient the services of the Corporation to address those needs.

Initial outreach during this financial year included letters sent out to over 4,000 employers. Since ETC is aware that in summer there are a number of students looking for temporary jobs, a letter was sent out to potential employers who could offer temporary employment for the summer period. By gathering these vacancies, ETC was in a better position to offering summer work to our clients. The second letter which was sent in May 2007 informed employers about the vacancy services offered by the Vacancy Profiling Unit and EURES.

#### ***2.4 Job Fairs / Recruitment Drives and other recruitment exercises with employers***

When employers need to fill multiple posts or vacancies and specifically ask the Employment and Training Corporation (ETC) for their help in doing so, the ETC organises an Open Day / Recruitment Drive with the aim of helping them recruit suitable staff.

When an open day is organised, apart from the usual job brokerage services, one or more of the following services are offered by ETC: use of ETC premises free of charge, a free advert in the local newspapers and on the boards in the ETC Job Centres, and the sending of a message to registrants through the registration chat system. Employment Advisors also inform eligible clients about the open day. A number of Open Days were organised to assist employers operating in the hospitality, construction, care, and retailing sectors. The vacancies advertised were varied and catered for job seekers with different skill and educational levels. Open days were also organised to assist private employment agencies in their recruitment process which has served to further strengthen the co-operation between the public and private employment agencies.

The number of placements made by ETC in total amounted to 3,548, a figure which is higher than that reached last year. Of the total, the Gozo Branch placed 64 registering persons in employment, 51 of whom were placed in full-time jobs. A further 45 non-registrants were also placed in employment.

It is important to note, however, that the above statistics do not reflect the full impact ETC has on the labour market. A considerable amount of matching occurs through ETC's automated process. That is, through the Employer Section on the ETC website, registered employers are provided with the facility to browse through jobseeker CV's and contact them directly (without having to open a vacancy). Employers are not obliged to inform ETC when they contact and/or employ a person through this service.

Table 5

<b>Employment Services</b>					
	<b>2002-3</b>	<b>2003-4</b>	<b>2004-5</b>	<b>2005-6</b>	<b>2006-7</b>
Placement Services					
Job Vacancies	7,548	6,798	7,531	8,738	13,489
Submissions	104,541	76,151	77,578	74,200	87,534
Placements	3,416	3,330	4,568	3,363	3,548
Placements to Vacancies Ratio	45%	49%	61%	38%	26%
Placements					
Private	2,302	2,801	3,279	2,358	2,400
Public	1,114	529	1,289	1,005	1,148

## **2.5 Employment Advisory Unit**

In 2006, ETC conducted an internal evaluation exercise to identify employment service areas on need of improvement. This resulted in the launch of a new service process.

On registering, clients fill in a new Registration Form with relevant details, which form is then passed to an Employment Advisor so that within one month of registration, a Personal Action Plan meeting is set up. This new system has reduced registration time and has reinforced ETC's 'activation' philosophy whereby clients are not passive

recipients of services but are active players in the development and implementation of their Personal Action Plan. The re-orientation is an important one, where clients are being continually encouraged and assisted to seek work rather than merely to 'register' for it.

In the Personal Action Plan meeting, employment advisors explain the scope of the interview to jobseekers, and its expected outcomes. Relevant in-depth information is gathered on each jobseeker which will help them in their job-search, focusing upon their jobsearch ability and activity, their occupational goals, their experience and training needs and the actions they intend to take to seek work or enhance their skills. To help clients identify suitable actions, ETC published a Personal Action Plan Handbook in August 2007. Advisors assist jobseekers by referring them to job interviews, training courses or traineeships, and employment schemes.

A copy of the completed PAP is given to the jobseeker to sign. The plan is also signed by the employment advisor, and remains valid for a maximum period of six months. Nobody can change any information contained in the action plan of jobseekers unless changes are authorised by the jobseeker and the employment advisor on whose caseload the client features.

Jobseekers will receive submissions for job interviews with companies registering vacancies with the ETC. When matching vacancies with clients the employment advisor has to follow the Protocol for a General Interview; this Protocol was developed by ETC to ensure that jobseekers are given a consistently good service by Employment Advisors.

Follow-up interviews are held with jobseekers after the Plan is launched. Jobseekers referred to job interviews have to provide evidence to the employment advisor that they have contacted the employer and/or attended the job interview. Employment advisors may contact jobseekers to follow up on action in respect of the submission to vacancies, and may also follow up with employers if required. Jobseekers who in their action plan have agreed to participate in ETC schemes will be referred to the agreed schemes by the employment advisors.

During follow-up interviews the need may become evident to change the plan, such as a change in jobsearch actions or inserting more realistic jobsearch preferences. Employment advisors have the right to impose occupational preferences if an agreement on reasonable preferences is not reached with customers.

Where employment advisors become aware that a jobseeker may have special needs, the client is referred – if he or she wishes – to the Supported Employment section of ETC.

During the year under review, 5,123 personal action plans were drawn up while 6,732 follow-up interviews were held.

## **2.6 Intervention when collective redundancies are announced**

During this financial year, ETC intervened to provide on-site services to persons who were to have their employment terminated as a result of downsizing or company closure. ETC intervention consisted of registering such persons on the Part 3 register, developing profiles of the persons involved, and informing them of job vacancies. Employees were referred to ETC courses to enable them to learn new skills or improve their current ones with a view to making them more employable and assisting them in their job search. Where required a Fast Track Registration service was also organised at ETC, where officials from the Department of Social Security were also present to provide information to persons on social security contributions.

## **2.7 Justification Process**

Following its introduction last year, this year the 'Justification Process' has been deemed a success and has been continued. Jobseekers who are to be removed from the unemployment register for failing to register or to participate in a scheme or service, are notified in advance and given fifteen days to provide justification. These cases are studied by management who may either uphold the jobseeker's justification or move to strike-off, after which the jobseeker still has the right of appeal to the National Employment Authority.

## **2.8 Employment Schemes**

Employment schemes continue to be an effective means of assisting with the re-integration of unemployed persons. During the last financial year, the Employment and Training Corporation (ETC) offered a number of different schemes to both employers seeking potential employees as well as unemployed job seekers seeking work experience and/or employment in the labour market. In order to promote its services further, ETC published a booklet for employers providing a brief description of the different services available to them together with the relevant contact details.

### *2.8.1 Employment Training Placement Scheme (ETPS)*

The ETPS scheme which aimed at assisting employers to provide the necessary training to newly recruited persons at the onset of their probation period, was brought to a close in December 2006. During the first quarter of this financial year (October - December 2006) a total of 16 persons were placed on the scheme (12 men and 4 women). A similar service to jobseekers will be provided under a different scheme in the future.

### *2.8.2 ESF 17 Project – Training and Employment Exposure Scheme (TEES)*

The TEES project which was launched in March 2004 came to an end on the 31<sup>st</sup> of December 2006.

A tracer study was conducted in order to assess the impact of the scheme. Of the 460 registrants who were selected to participate, 46% were retained in employment on scheme completion. 9% left the scheme and found alternative employment while 2% left the scheme to start self-employment. Unfortunately, 30% of the participants were not retained in employment on scheme completion. 3% dropped from the scheme and were referred to the Department of Social Security and the remaining 10% dropped out without giving sufficient reason.

### *2.8.3 Redeployment Scheme*

In the case of persons whose job was at risk, or who were in the process of becoming redundant, ETC provided streamlined services to facilitate registration, guidance and job brokerage. In addition, ETC offered a re-designed Redeployment Scheme co-financed by the ESF. Through this scheme, ETC looked for alternative employment for those employees hit by collective redundancy exercises. Apart from providing alternative employment to those at imminent risk of becoming redundant, the scheme offered assistance to employers taking up redundant workers on a full-time indefinite contract basis, prior to concluding their notice period. 147 persons benefited from this scheme during the period under review.

### *2.8.4 Job Experience Scheme*

During this financial year the JES proved to be extremely popular with job seekers and employers alike. As a result, the annual targets were exceeded by the third quarter of the financial year. The Scheme provides an opportunity for work exposure to young job seekers facing difficulties in finding employment due to lack of work experience. During the financial year, 306 young persons (28 of whom were Gozitan) were placed on the Job Experience Scheme. Around two-thirds of those who undertook work exposure at private establishments, were actually retained in employment.

### *2.8.5 Active Youth Scheme*

The Active Youth Scheme has also proven to be very popular. The scheme aims to help young persons aged 16 to 24 to discover and develop their hidden talents while contributing to the community by working with Non-Government Organisations (NGOs), religious and cultural organisations. This Scheme targets young persons who have been

unemployed for more than six months. 110 young jobseekers (of whom 12 were Gozitan) were placed on this scheme.

#### *2.8.5 Work Start Scheme*

The Work Start Scheme originally launched in 2004-2005 was introduced for adults (aged 25+) who have been out of the workforce for a long time (5 years and over), and persons possessing academic or vocational qualifications but who do not have work experience in the area in which they are qualified. When compared to previous years, participation in this scheme has more than doubled – 136 persons were placed in 2006/2007. More than half of those who participated in the scheme are now in employment.

#### *2.8.6 Youth Employment Scheme*

Twenty young jobseekers were placed on the Youth Employment Scheme. This Scheme involved the employment of young jobseekers and the provision of on-the-job training for them. ETC paid a wage subsidy to the employer that provided employment and training for these young persons.

### **2.9 Job search seminars and Job clubs**

Job Search seminars were organised throughout the entire year, and are compulsory for first time registrants. Job Search seminars are also being organised for foreigners who do not speak Maltese with the aim of facilitating their integration in the Maltese labour market. Subjects covered during these seminars include self presentation, CV writing, employment regulations and the role of EURES. 1,062 persons participated in these seminars.

After the job search seminars, clients are invited to attend a Job Club, covering jobsearch in greater detail as well as topics such as Communication skills, Equal rights, and Thinking Skills. During the period under review 215 persons participated in Job Clubs.

### **2.10 Career paths**

In an effort to contribute to facilitating people's career choices, ETC has collaborated to develop (based on research and interviews) almost 100 different career paths. These have been put into a data base which is on line and can be accessed through the EURES website on [www.euresmalta.com](http://www.euresmalta.com).

### **2.11 Motivation seminars**

Motivation seminars were organised for both the young and adult job seekers with a view to identifying their needs better and to establish a good rapport between employment advisors and jobseekers.

Information sessions were also held to inform jobseekers about the employment and training opportunities available to them. These included sessions about courses run at MCAST and ITS.

### **2.12 Daily Automailer and Freephone**

In order to increase jobseeker opportunities, the Corporation continued to send out daily auto mailers free of charge to job seekers who wish to receive information about job vacancies through e-mail. Apart from ETC vacancies, these auto mailers also include vacancies that appear on local newspapers, vacancies arising from applications for work permits and EURES vacancies.

For those who are not computer literate or who do not have ready access to a computer, ETC continued to offer the Jobseeker Direct Free phone service (Tel: 800 765 00). Job seeker Direct gives job seekers the possibility to phone-in and ask for vacancies related to their chosen occupational preference.

### **2.13 Other initiatives**

An exercise with lone mothers receiving social assistance was conducted in conjunction with the Gender Unit of the Corporation. Clients were helped through referral to training programmes or assistance in searching for employment. They were helped to develop a good CV, and were informed about job vacancies and training courses organised by ETC and by other entities such as MCAST, the Adult Education Directorate of the Education Division, and also private organisations. They were also made aware of the ETC schemes that they can benefit from.

Links with private employment agencies were consolidated, and the latter are now being invited to make use of ETC's services to display their vacancies and to hold Job Fairs jointly organised with ETC whenever they want to conduct recruitment exercises for their client organisations.

Discussions are ongoing with the Department of Trade so that clients who are registering for work but intend to start their own business are helped to do so. It was agreed that prior to undertaking this initiative, all those clients who showed interest to work as self employed will be contacted so that they confirm their willingness to engage in self-

employment. About 900 letters were sent and feedback is that about 195 clients are still interested. This process will be continued in the coming weeks.

## **2.14 EURES**

One of the main objectives of the EURES team is to make people aware of the employment opportunities that exist abroad and to assist those who are interested in such opportunities. Throughout this financial year, the EURES team was strengthened further with the engagement of two part time EURES advisors. This change was vital to guarantee an improved service to all clients.

EURES personnel both obtained vacancies in other member states and advertised them in local media. They responded to individual queries on matters of living and working in other countries, and organised various activities to promote EURES services. These activities included information sessions on job opportunities and on living and working in other member states; Job Fairs to promote mobility; and the organisation of Recruitment Days to assist employers facing labour shortages. EURES personnel received ongoing training in their work.

EURES activities are made possible through funds received from the European Commission and for which the EURES team account by means of a EURES Strategic Plan and an Annual Report.

## **2.15 Law compliance**

3,327 inspections were undertaken during the financial year by staff of the Compliance Unit of ETC. These resulted in the identification of 2,114 law infringement cases. This shows a significant improvement in the ability of the Compliance Unit to target inspections and identify abuse. Although 1,817 less inspections were conducted, the number of infringements identified reduced by only 151. The reduction in the number of infringements resulted due to the introduction of a desk investigations function and because staff had to work on cases to be presented for court action.

Most of the infringements were identified in the hospitality, construction, and health services and retailing. 302 foreigners were found working illegally and action was taken against the employer employing them. This represents a performance improvement of 55% over the number of foreigners found working illegally during the last operational year.

In total, 1,800 persons were removed from the unemployment register during the financial year under review, for working while registering or for failing to participate in a scheme or service.

Table 6

Law Compliance					
	2002-3	2003-4	2004-5	2005-6	2006-7
<b>Number of Infringements by Category</b>					
Working and Registering	215	408	334	219	197
Employment of Minors	11	10	30	20	26
Employment of Foreigners	96	70	71	195	302
Employment not Reported to ETC	1,316	814	1,643	1,831	1,589
<b>Total</b>	<b>1,638</b>	<b>1,302</b>	<b>2,078</b>	<b>2,265</b>	<b>2,114</b>

	2002-3	2003-4	2004-5	2005-6	2006-7
Total Strike-Offs	914	1,323	2,142	1,543	1,800
Total Appeals to NEA	762	881	777	746	860
Appeals Upheld	270	335	184	224	127
Percentage of Cases Upheld	35%	38%	24%	30%	15%
Number of Inspections	4,359	2,790	3,850	5,144	3,327
Number of Infringements	1,638	1,302	2,078	2,265	2,114

The speed of processing law infringement cases was increased and ETC is now issuing the letter to employers found employing workers illegally, to regularise their position within three months. Most employers regularise their position once they receive this letter. Those employers who ignore this letter and fail to regularise the employment of persons found working illegally with them then face court action taken against them by the Police.

Following discussions with the Chief Justice and the Police Department, court sessions involving the prosecution of persons found breaching the provisions of the Employment and Training Services Act were increased. The sudden surge in processing files for court action led to the assignment of all the staff at the Compliance Unit to this task for more than one month. This had a negative effect on the number of inspections undertaken, but it also meant that employers that did not respect the provisions of Legal Notice 110 of 1993 concerning the notification to ETC of any engagement of new personnel, are now being brought before the court and fined when found guilty.

The National Employment Authority hears appeals from jobseekers. Presenting cases before the National Employment Authority involves the collection of all relevant data and documentary evidence. The number of appeals upheld for appellants dropped to 15%. The positive results obtained during NEA sessions also indicate that the justification

process involving the hearing of all objections to strike-off action by ETC management personnel has proved effective.

### **3.0 TRAINING SERVICES**

The operations of the Training Services Division during the financial year under review were characterised by the continuation of a number of projects partly financed by the European Social Fund and the European Regional Development Fund. The ESF projects made it possible for the Corporation to improve the quality of its training services, to increase the take-up of its literacy courses and to reach a particular audience as was with the case with programmes aimed at youngsters in institutional care, entrepreneurship programmes for women and traineeships for women returners to the labour market. The extension of the ETC Skills Development Centre will enable the Corporation to increase its training capacity, meet client expectations and be more accessible to clients.

This year ETC introduced a number of new mainstream programmes and new apprenticeship callings to address the needs of employers. ETC continued to organise and manage apprenticeship schemes, traineeships, short mainstream programmes, NifTE courses, the INT scheme, and Business and Management Development programmes. Priority has been given to provide basic skills training to the registered unemployed. Pre-training interviews were started for participants of the Job skills and Literacy programmes, so as to group participants according to their training needs and thus make training more effective.

#### **3.1 Mainstream courses**

During this operational year the Corporation continued to revise and extend the number and type of short competence-based training programmes on offer. ETC programmes were made available to a variety of client groups: job seekers, persons in employment interested in upgrading their skills; women returning to the labour market, persons with special needs and youths entering the labour market for the first time. The Division has also organised programmes for clients with particular needs; such as the ECDL course for the blind and for particular groups like youths in institutional care, women in refuge, and refugees/asylums seekers.

The number of participants in ETC courses amounted to 5,797 of which 1,726 were women. 76% of the total number of participants were registered unemployed persons. The number of persons trained in Gozo amounted to 804.

Various meetings were made with employers and their representatives to ensure that ETC courses are in line with labour market needs. The ETC is also working to achieve recognition for some of its programmes and to introduce programmes that are accredited by internationally recognized institutions. Institutions that have accredited ETC as an Authorized Training Centre include; City & Guilds of London, SAGE Pastel for the Line 50 programme, the Lift Installation Course, accredited by TUV Australia and Microsoft

for the Digital Literacy Curriculum. Such accreditation entitles the Corporation to make use of original material, provide training, conduct tests and certify clients.

Some of the programmes for which there was a high demand were the Call Centre course that was introduced last year and the Microsoft Digital Literacy Curriculum. Other courses that were organised following requests by employers included the Chemical Plant Operatives course held in collaboration with the University of Malta, courses for the hospitality sector like Housekeeping held with the support of the Institute of Tourism studies and the Aquablasing course that was held at the Malta Shipyards by a foreign instructor.

The training program in Lift Installation and Commissioning that was designed last year following talks with the Malta Lifts Association was accredited by TUV Academy of Austria. This programme started being delivered as from this operational year; a significant number of persons attended for this training. The Corporation also reintroduced the vehicle spray painting course due to a demand for it.

During this operational year, ETC continued to organise specialised training interventions for disadvantaged groups that included youth in institutional care, young single mothers, women in refuge, refugees and asylum seekers, school leavers and others following rehabilitation programmes. Moreover, ETC had another important task to fulfil as it had to offer assistance in the form of training to persons becoming redundant following downsizing or plant closure. Special arrangements were made to react swiftly to their needs and reduce delay in organising training programmes for them without disrupting the courses that were already scheduled.

A 12-hour training programme in Life Skills and Job Seeking Skills was designed for Caritas clients and the temporary residents at the Dual Diagnosis Unit at Mount Carmel Hospital. The six courses that were organized helped trainees in both their personal and social development as well as their job-search and employability. During one of the information sessions, trainees were informed about the various supported employment services offered by the Corporation.

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

In collaboration with INTEGRA Foundation, ETC organised a programme for refugees. The programme was made up of three main parts, namely active citizenship, orientation to the Maltese culture and to the Maltese labour market, job seeking skills and preparation for employment. Eighteen trainees started the programme during the year. Refugees and asylum seekers are also being supported through the other numerous

mainstream training programmes organized by the Corporation: trade, non-trade and literacy courses.

ETC continued to support the Housing Authority in its execution of the Equal programme for Youth in Institutional Care. The Corporation provided the training required. A similar initiative organised by ETC was the ESF funded programme - Skills Training for Youth in Institutional Care. The objective of this project was to provide training opportunities to socially excluded persons that were previously in social care and to facilitate their integration into the labour market. The Project included five phases: Phase 1: Life Skills training, Phase 2: Maltese and English Literacy training, Phase 3: Numeracy training, Phase 4: Information Technology training and Phase 5: Vocational training. A total of 17 youngsters aged between 16 – 20 years have participated in the project. All participants attended for phases 1 to 4 of the project with 16 attending any one or more of the 34 vocational programmes specifically organized for participants. It is to be noted that 5 participants were also assisted and prepared for their SEC examinations.

During the previous operational year, the Corporation was given the required approval by the Malta Computer Society to utilize the computer lab (CTLC) of 'Kumless Access at Birgu' as an ETC satellite centre for ECDL. This centre enabled ETC to offer the ECDL programme to a group of five persons with special needs. It is a pleasure to report that all the participants successfully concluded the ECDL programme. Other computer literacy courses were also delivered at this centre for other client groups.

The ETC continued to focus on one of its core competences – the provision of basic skills programmes to registered jobseekers. To achieve this aim, Literacy for Employment courses were organised for illiterate clients. This problem of illiteracy among the unemployed is being addressed through the provision of training at levels appropriate to the needs of the client. The courses are organised in different localities so as to make it easier for clients to attend.

Trainers delivering literacy skills are now making use of assessment tools, lesson plans and training materials that were purposely developed by the ETC during the preceding year as part of the ESF programme. The Corporation has now also started to address illiteracy in English language which is also an issue among our unemployed clients. All clients submitted for this course are now required to attend for an interview so that they are assigned to the appropriate level. Interviews are held on-to-one whilst training is delivered in small groups of around five clients in each group.

Literacy programmes are also organised in collaboration with the Paolo Freire Institute of Zejtun. In total ETC 38 clients participated in a literacy programme at this institute, of which 34 undertook training in basic Maltese literacy and 4 in basic English literacy.

### **3.2 Basic Employment Training**

During this operational year, ETC repeated the successful Basic Employment Passport scheme, this time called Basic Employment Training and organised as an ESF-funded project. The aim of the scheme is to provide basic employment skills to young school leavers who for one reason or another are coming out of the present educational system with little or no skills / qualifications, academic or otherwise. Training was delivered in basic Maltese and English language literacy skills, numeracy skills, lifeskills, IT skills, technology education and employability skills. 121 youngsters participated in the scheme this year.

### **3.3 Night Institute for Further Technical Education**

The Night Institute for Further Technical Education (NIFTE) continued to provide opportunities for those already in employment but wishing to develop their skills further. The programmes on offer were designed with the involvement of employers to address their needs. Such collaboration resulted in a new 'Engineering Course' for which the City and Guilds of London Institute accreditation was successfully obtained by ETC. Those completing this course successfully will qualify for a City and Guilds certificate and be able to undertake basic maintenance of industrial machinery. ETC also obtained accreditation by the Computer Society of Malta for Advanced ECDL Testing. 2,316 persons undertook one of the NIFTE courses during the operational year.

### **3.4 Training Grant Schemes**

#### *3.4.1 Training Subsidy Scheme*

The Corporation continued to manage the two training grant schemes - the Training Subsidy Scheme and the grants provided for by the Business Promotion Act (Regulation 14). The Training Subsidy Scheme is available to the self employed, and to all persons employed in enterprises employing 20 or less persons.

To market the Training Subsidy Scheme, meetings were held with constituted bodies, private and state training providers, local councils and Malta Enterprise officials. In addition, the mass media was used to promote the initiative amongst prospective users. Around 70 persons have applied and were accepted for the scheme of which 35 (15 women and 20 men) have completed their training and were awarded the grant. The total number of grants paid amount to Lm 4,359, this being 75% of the training cost.

During this year the ETC introduced a similar scheme but targeted at registered jobseekers. The Scheme is aimed at persons registered as unemployed for more than three

months and who require training in areas not catered for by ETC. The employment advisors submit registered unemployed persons to benefit from this scheme. To date around 25 valid applications have been received.

#### *3.4.2 Business Promotion Act – Regulation 14*

During this operational year, the grant scheme was made more attractive to employers through the inclusion of persons employed on a part-time basis or on a definite contract of employment as eligible beneficiaries.

A number of actions were taken to promote the initiative amongst new employers and to make the Grants user-friendly. A mail shot was sent to eligible enterprises that do not participate and past users of training grants under the Industrial Development Act to invite them to make use of the grants. In addition a new brochure was designed and developed to market the scheme. Monthly mail shots are sent to all those using this assistance so as to keep them informed of the scheme conditions and regulations. Work also continued on a user-manual aimed at enterprises using the grants whilst work also started on the new software that caters for the new payment parameters.

During this year the Division concluded the payments for applications pertaining to training ending in 2005 and started processing applications for training ending in 2006 and 2007. For 2005, grants paid amounted to Lm 84,401 with the number of trainees benefiting from training amounting to 841; these were employed by 37 different enterprises. The total grants paid during this operational year amounted to Lm133, 567 covering 827 applications and 3,875 trainees.

### **3.5 Apprenticeship Framework**

ETC continued to manage and administer the two national apprenticeship schemes, the Extended Skill Training Scheme (ESTS) and the Technician Apprenticeship Scheme (TAS). The tasks undertaken by ETC included a marketing campaign amongst prospective apprentices and employers; registration and monitoring of apprentices at the place of work and at the two VET institutions MCAST and ITS; finding and securing a training placement for apprentices with employers and coordinating the trade testing process on completion of the apprenticeship period.

During the year under review the number of apprentices stood at 786, of whom 298 were following an apprenticeship under the Extended Skill Training Scheme and a further 488 following the Technician Apprenticeship Scheme. After a shortage of mechanical engineering apprentices was noted, ETC together with employers launched an



information and promotion campaign within secondary/higher secondary schools with the aim of encouraging more young persons to follow this VET route.

A concerted effort was undertaken by ETC staff to find and secure training placements for all apprentices. This has become more important as only those placed with employers are now eligible to follow an apprenticeship. This exercise included the sending of mailshots, personal visits by ETC officials to employers' establishments and a promotional campaign on the local media and the use of billboards. During this year, the number of employers participating in the schemes amounted to 400 with a large majority coming from the private sector.

Besides securing training placements, the Corporation had to ensure that the apprentices were receiving training related to their line of calling and that their conditions of work were in line with those imposed by the respective legislation. To achieve this objective, Corporation officials carried out more than 677 monitoring visits.

The ETC Gozo Branch placed 28 apprentices at establishments in Gozo for on-the-job training. In addition, 95 monitoring visits were held to monitor the training that apprentices were being given.

During this year a number of consultative committees were set up. The aim of these committees is to involve employers in the decision making processes concerning the management of apprenticeship schemes, and the content of the training programmes that apprentices follow. Consultative committees were set up for aircraft maintenance, motor vehicle engineering, vehicle body repair and mechanical engineering.

With the aim of increasing the number of callings, meetings were held with MCAST officials, constituted bodies and employers. As a result a number of new callings were introduced or re-introduced. The re-introduced callings included telecommunications, and hairdressing whilst the new callings that were discussed were those in the construction sector – Construction Technician (Land Surveying), Building and Engineering Services Technician, Construction Technician (Design), Construction Technician (Quantity Surveying), and ICT – Computer Network and ICT Support Technician. Talks were also initiated to start apprenticeships in Scaffolding and Slinging and another one in Surface Preparation and Finishing.

### **3.6 Trade Testing**

During this operational year, ETC contributed to the trade testing of 324 apprentices on completion of their apprenticeship; trade testing was organised in 25 different callings. An additional 115 non-apprentices and 106 trainees were also trade tested. Approximately 634 sessions were held to conduct all tests (circa 23% more than the previous operational year).

### **3.7 Traineeship Scheme**

The traineeship scheme was revised and changes were introduced. The Scheme will be operating on the dual system of occupational training to offer skills in demand by the labour market. In the new Scheme, the trainee will retain his/her unemployment status and will be receiving 80% of the national statutory minimum wage while on training. The training service provider (the employer in the previous Scheme) will be receiving the amount of 20% of the national statutory minimum wage for every trainee on training at the work place. The ETC will be mainly providing the off-the-job training.

The traineeship in Machine Setting Skills is the first calling to be launched under the new format. This traineeship was started following requests by employers, who were involved in the design of the training programme.

During this financial year, ETC started five traineeships in care of the elderly, casino cashiers, casino croupiers, fire and safety instruction, and ICT. A total of 53 persons stated these traineeships. Thirty employers provided the on-the-job training related to the calling. Employers having trainees as Casino Cashier Dealers and as Fire and Safety Instructors were also involved in the provision of off-the-job training. All other off-the-job training was offered by the ETC or contracted to suitable training service providers.

Once again, the ICT Traineeship proved to be the most popular. The applications for this calling were opened for a relatively short period of time, in which time 33 clients were engaged on the scheme with 18 employers. For this particular traineeship, the applicants (clients and employers) were offered the opportunity to choose a course from a list previously approved by the ETC. The list was made up of three vocational training providers which applied with the ETC to provide accredited courses.

Monitoring visits were held at the place of work to monitor the training that trainees were being provided.

### **3.8 INT (Ibda Negozju Tieghek) Entrepreneurship Scheme**

INT is another option the ETC has been offering to its unemployed clients for the past number of years. Twenty four (13 men and 11 women) persons joined this scheme this year. The rate of completion of the training programme exceeds 75% of trainees starting the scheme.

Interest in the scheme is ongoing and many clients approach our office to get advice on what it takes to own their business. ETC offers a business counselling service to such clients who are contemplating to opt for self employment. The counselling service given

to our clients is successful and various participants approach us before and while they are on the scheme to discuss their projects. This counselling is eventually extended to all those clients who are encouraged to present a draft Business Plan before completing the final document which is presented to the assessment committee for further consideration concerning acceptability and viability.

During this year, 7 persons (6 men and 1 woman) were awarded the entrepreneurship grant as they succeeded to eventually start up their business.

### **3.9 Promoting the entrepreneurship culture among women**

The Employment and Training Corporation has during the year under review initiated an ESF project called Promoting Entrepreneurship among Women to encourage women to set up their own business. This project is primarily financed from the ESF and is due for completion in December 2007. The project includes training in business skills, mentoring skills course, the development of a training manual incl. DVD for new entrepreneurs, TV campaign and a reference library for trainees. The project started off with 20 participants, fifteen of whom were either registered unemployed or inactive. Fifteen participants completed the full training programme which came to an end on 30<sup>th</sup> September 2007.

### **3.10 ERDF – Extension of ETC Skills Development Centre**

The extension of the ETC Skills Development Centre in Hal Far was nearing completion by the end of the financial year. The completion of this extension will provide ETC with increased training capability in the form of additional training rooms, thereby enabling more job seekers and persons already in employment to develop their skills.

### **3.11 Training the Trainers Network**

During this operational year, TTnet Malta organised a number of information sessions for VET teachers, Trainers and those involved in the profession. All sessions were well attended and topics covered various aspects of the training process. TTnet Malta continued to participate in a project on elearning together with other networks from other EU member states. The aim of the project is the establishment of a learning platform for the continued professional development of VET teachers and trainers from the various fields. In addition it has also participated as a partner in another project on Defining Teacher and Trainer standards.

TTnet Malta has its own website [www.ttnetmalta.com](http://www.ttnetmalta.com) which is linked to the CEDEFOP Electronic Training Village's TTnet house. To date more than 100 persons have registered with the local network.

## **4.0 BUSINESS DEVELOPMENT**

This year was the second operating year of the Business Development Division. This Division is made up of three sections, namely the Information Technology (IT) Section, the Labour Market Information Section, and the Monitoring and Evaluation Section. An overview of the work performed by each of these sections is provided below.

### **4.1 Labour Market Information**

ETC endeavours to provide timely and accurate labour market information, issuing updated employment data on a regular basis. ETC published monthly un/employment statistics through the National Statistics Office News Releases. During this financial year, revised monthly employment figures for the years 2002 to 2006 were issued. A telephone survey among a sample of part-time workers is being undertaken in order to calibrate and update the administrative data ETC has on part-time workers.

During this operational year, the re-classification of employers into the NACE code continued whereby the records of over 3,121 employers were updated and re-coded. Other projects and tasks undertaken included:

#### *4.1.1 Industrial Zones Skill survey*

In an attempt to better understand the needs and skill requirements of small employers, the LMI unit launched its first industrial zone survey in Mosta, where all self-employed persons have been interviewed to determine any skill shortages and possible training needs. This survey was a pilot project before surveying all industrial zones. This project was launched in a press conference in collaboration with the Parliamentary Secretary for Competitiveness and Small Enterprises.

#### *4.1.2 Functional Balanced Scorecard System*

ETC continued to develop and update the quantitative and qualitative Functional Balanced Scorecards used to record the performance achievements of the respective ETC divisions. This system will be re-evaluated in line with other statistical information collected internally for monitoring purposes such as the performance indicators.

#### *4.1.3 Business Plan Indicators*

During this financial year, a new set of statistics were developed in order to monitor the progress achieved on the targets listed in ETC's Business Plan (2006-2008). Meta-data was developed for each indicator and monthly statistical indicators were collated.

#### *4.1.4 National Reform Programme Indicators*

These include the 36 labour market indicators designed by the European Employment Committee to monitor the effectiveness and progress of Member States in achieving the Lisbon targets of the European Employment Strategy. The NRP indicators for Malta for the year 2006 were compiled and dispatched to the European Commission.

#### *4.1.5 Labour Market Policy database*

This database is being developed in conjunction with the National Statistics Office in order to have a database that contains the data required for the generation of the NRP indicators – hence a harmonised database between EU member states. The LMP database is currently being compiled based on the ETC administrative registers.

#### *4.1.6 Ad-hoc reports*

A number of reports were drawn up on the request of ETC Board of Directors and management. These included reports about Labour Market Trends in Gozo 1999-2006 and Labour Market performance between 1998 to 2007.

#### *4.1.7 Other*

Discussions were held with Data Protection Commission and the Data Protection Unit within the Malta Police Force in order to strengthen the existing standards on data protection whilst offering the best service to ETC clients.

A number of meetings between the ETC and MITTS personnel were held to monitor the progress on work being carried out to introduce the Inland Revenue Web Service which will eventually eliminate the ETC's web-service in an effort to increase efficiency, reduce bureaucracy and streamline operations in the receipt of engagement and termination forms.

ETC staff processed more than 150,000 engagement and termination forms during the financial year under review. It is evident that more employers are selecting ETC's web service to submit their forms, in fact, 28% of all the forms originated from the website. In addition, staff updated 30,400 records and traced more than 5,730 inactive persons to determine their current status. E-mail addresses of employers are being gathered in order to send any acknowledgments or other correspondence via e-mail.

## 4.2 Labour market research and evaluation of ETC Services

During this past financial year, ETC undertook a number of labour market research exercises and evaluated ETC services.

### 4.2.1 *Older inactive individuals*

The first draft of a study on early retirement amongst older men was completed. The study consisted of 30 qualitative interviews held with men aged between 55 and 61 years of age and who had retired early from work. The main scope of the study was to understand the main factors that induce men to retire early from work, their work aspirations and the impact such a decision has on the individuals and their families' lives. The main findings of the study show that there could be various reasons why men decide to retire early from work such as early retirement schemes, benefits, and being in a good financial position prior to retirement. Others mentioned being pushed to leave work due to a poor health condition, redundancy or undesirable working conditions. The way interviewees left work impacted on the way they viewed retirement and their life situation. Some felt satisfied with their decision while others were in a vulnerable situation due to reduced financial resources, ill-health and family problems amongst other reasons.

### 4.2.2 *Evaluation of the 'Bridging the Gap Scheme'*

The evaluation of the 'Bridging the Gap Scheme' was completed this year. The main scope of the study was to learn more about the users' experience of the scheme. For this project 32 qualitative interviews were held with both employers and participants, namely persons with disability, former substance abusers and former offenders, in order to identify the strengths and weaknesses of the scheme, and ways of improving it. Findings show that both employers and participants were satisfied with the scheme and the support offered by the Corporation. Participants described the scheme as advantageous. Employers explained that during the scheme they could assess the skills and abilities of trainees, whilst the latter acquired new skills through hands-on training. Trainees expressed the fact that participation in the 'Bridging the Gap' Scheme also improved their life in general. On the other hand a few of the respondents expressed their dissatisfaction about the working conditions, the allowance paid to them and the lack of monitoring of both trainees and employers.

### 4.2.3 *Evaluation of the placement function at the ETC*

A final report containing the results of the evaluation project namely the observation phase, literature review and the in-depth secondary data analysis of data held about the workings the ETC flowchart was undertaken. The Monitoring and Evaluation Unit actively participated in the design of a new process flowchart for registering jobseekers. It also produced a set of monitoring indicators to test whether clients were receiving services according to the new flowchart.

#### *4.2.4 Streaming Feasibility Study*

A 'Streaming Feasibility Study' was started to determine the basis for streaming registered jobseekers with the ultimate scope of offering them the appropriate measures that would help them enter into the labour market in a relatively short period. A literature review was conducted, followed by a study of the practices adopted by foreign Public Employment Services to stream their clients. Data about the paths followed by registered jobseekers is currently being analysed.

#### *4.2.5 Evaluation of the ESF 31 lone mothers initiative project and the ESF 52 training programmes for youth in institutional care*

Fieldwork was started on the evaluation of two projects falling under the European Structural Funds programme namely the project for lone mothers and another concerning training programmes for youth in institutional care. The scope of the project is to assess whether programmes worked efficiently, were of good quality, met clients' expectations and reached the expected results. Data will mainly consist of qualitative in-depth interviews with programme staff and participants as well as an analysis of documentation held about both programmes.

#### *4.2.6 Assistance to other divisions*

Assistance was provided to the Employment Services Division in the compilation of the terms of reference and by giving constant feedback on the methodology and results of two EURES research projects mainly 'Research on Obstacles to Mobility' and 'Evaluation of EURES Malta Activities'. Both projects were outsourced to private research companies. Assistance was also provided to the EU Affairs Section in the compilation of the terms of reference of a study on job creation and job training in the environmental sector. The research was eventually outsourced to a private research company.

### **43 Information Technology**

#### *4.3.1 Hardware major challenges*

Throughout the year, the IT unit embarked on a number of large projects. A fibre link was setup with the Magnet; the government network MITTS now provides all Internet access and email service. This required a number of modifications to the network and hardware configuration in line with MITTS standards. Furthermore, all hardware was upgraded and XP & Office 2003 were installed on each workstation.

On the network side a number of hubs were replaced by switches. The ADSL routers (normally provided by Datastream) at each remote office were replaced by CISCO models. This was necessary for security reasons as data flowing between head office and remote sites had to be encrypted. ETC plans to provide internet services to its clients on hardware made available within our premises. For security reasons, the network in use by the general public while running on the same physical network has to have restricted and controlled access to the corporation's resources.

Apart from these changes, the unit also went through physical changes. We started the year with the principle servers, together with all network active components in a small room. This was a cramped situation and made maintenance difficult and in some cases impossible apart from the health and safety issues which this situation causes. All servers were relocated to the adjoining larger room, where all servers are stacked on racks easily accessible from all sides. A free corner of the same room was set up as a workshop where minor hardware servicing and software installations can comfortably be carried out.

#### *4.3.2 Software Major Challenges*

Application development continued at a steady pace. A few years ago it was decided to switch all new development to .NET and to gradually replace legacy code by .NET equivalents. We plan to move the bulk of 4GL applications to the .NET platform in the coming financial year.

In this financial year the division experimented with a new IT project planning methodology called SCRUM. This system works on a two week cycle. Each project is broken down into discreet components where each component is to be completed in less than a normal working day. The aggregate within each cycle constitutes a deliverable product. The workload of each cycle is defined during a meeting between the client division and each stakeholder. This new practice is working and is delivering products within the planned time frame.

Documentation is now an ongoing process. In the past, we have ensured that applications were documented internally thus enabling other programmers to easily understand and modify applications. Besides this we are now compiling the user manual online before publishing the application.

The following is a list of the major software achievements in the past year:

- Phase 1 of the enforcement module was analysed, coded and implemented early during this financial year.
- Profiling routines were upgraded and the new module enables users to easily access client details.
- The matching process was further fine tuned to speed up performance.

- Additional tools were provided to enable authorized users to extract lists of clients satisfying particular attributes.
- Tools were designed and coded to enable Users within the Employment division to add penalty appointments. This implies that clients can be asked to renew their registration at regional offices more than once within the same week.
- Additional modules were added to the Work Permits programs to automatically create an engagement form when a permit is issued and to close the employment when a permit expires.
- The “NEA Appeals System” was upgraded and modified on the advice of the NEA.
- The Employment Schemes application was designed, coded and implemented. This now enables users to select clients eligible to participate in particular employment schemes. It also enables users to note monitoring and keep track of client activities.
- Employment history and Employer’s employees reports were redesigned and recoded in .NET. Apart from providing users with the .NET version (which is easier to use and provides reports in the format ), this will enable ETC to give restricted and controlled access to authorized third party users.
- The new HRIU system includes
  - **The Sent Back system** – this system captures all the available information received from engagement and termination forms which have missing or incorrect information. In this way, more than 30% of the forms that failed to return to ETC are now captured and put in a separate database;
  - **Trade Licensing system** – this system captures licenses issued by the Department of Trade Licenses and informs the licensee that an automatic engagement form has been created. This system has therefore reduced the need to fill forms and reduced the administrative burden on the licensee, ETC and the Trade Licensing Department;
  - **Employer’s Employees Lists** – this system automatically selects those employers that are required to send an updated list of their current employees for eventual checking;
  - **Tracer of Inactive persons** – this system automatically selects those persons who have terminated their employment but who are currently neither registering for employment nor employed (i.e. inactive according to ETC), so as to determine their current labour market status;
  - **Tracer of Provisional forms** – this systems automatically informs those employers/employees that they need to submit an engagement or termination form in order to update their records as otherwise employees will have gaps in their respective employment history;
  - **Tracer for Engagements** – this system automatically selects those employers who need to submit an engagement form for those employees who have either been recruited through the ETC employment service, or when ETC is informed by the employee that s/he commenced work with the said employer.

## **5.0 PROMOTING EQUAL OPPORTUNITIES**

### **5.1 Gender issues**

The Gender Equality Unit implemented a number of initiatives which included training, awareness raising campaigns, research and the implementations of various EU funded projects. The activities were aimed at a wide audience ranging from area secondary school students, single parents, employers, inactive women, trainees and the general public. Below is a list of the main initiatives undertaken during this period:

#### *5.1.1 Launch of the Gender Equality Action plan 2007 – 2008*

ETC published its third gender equality action plan for the years 2007 and 2008. The plan outlines the projects and initiatives which it will undertake over a period of two years. It also gives an overview of what has been achieved over the previous two years. The plan provides an analysis of the situation of women and men in the Maltese Labour Market and how it is developing.

#### *5.1.2 Training to Area Secondary students on Gender Equality*

A two-day training session with 5<sup>th</sup> Form female students attending a Secondary school in Pembroke was organised as a pilot project. The aim of the training was to encourage the female students to challenge traditional gender stereotypes associated with family roles and employment. This was done through active discussions between trainers and the students on issues related to assertiveness, empowerment and gender equality. Workshops and activities aimed at challenging stereotypes and promoting greater gender awareness were also held. Similar training for other schools, including boys' schools, is planned and will be carried out during the next few years.

#### *5.1.3 Increasing Female Participation through childcare services at the workplace – ESF24*

During the last year, ETC was implementing the ESF funded project on childcare services at the work place. In total, eleven courses in child care were funded through this project. The project came to a close in September 2007 during a closing ceremony where trainees and employers who benefited from the project shared their experiences with those present and received their certificates.

#### *5.1.4 Campaign on Family-friendly measures*

This project was carried out in collaboration with University students undertaking the Communications course and had the aim of putting forward real-life examples of companies which had successfully adopted work-life reconciliation measures at work. The campaign highlighted the benefits that Family Friendly Measures such as telework and job sharing bring to both the organisation and the employee.

Finally, in collaboration with University of Malta and the Foundation for Human Resources Development, a workshop was held in May 2006 on the subject of work-life reconciliation, where other employers were able to attend and discuss family-friendly measures with those companies who were already implementing them.

#### *5.1.5 National Campaign Promoting the Benefits of quality childcare – ESF 50*

The aim of this project was to raise awareness about the benefits of quality childcare for the children, their parents, employers and Maltese society in general. The project kicked off with a research element on which the advertising campaign was based. The extensive campaign used during this project included television and radio spots, billboards, leaflets and a national conference on issues related to quality childcare.

A website on childcare related matters ([www.childcaremalta.org](http://www.childcaremalta.org)) and a freephone were set up, through which over 600 requests for information were received. Visitors to the website can read information on childcare services available in Malta and are guided in choosing good quality childcare services. Post-campaign research was carried out which showed that the campaign was a success as the public became more aware of childcare facilities, knew what to look for when choosing quality childcare, saw the benefits of quality childcare for children themselves and considered using them, mostly to aid them in their work-life reconciliation. The project came to a close in September 2007.

#### *5.1.6 Single parents leaflet and service*

In collaboration with the Department for Social Security (DSS), all single parents receiving social assistance from Government were sent a leaflet outlining services which ETC offers to job seekers. Through this leaflet, the benefits of training and gainful employment were promoted. A more personalised guidance services was offered through the Valletta Job Centre. A number of single parents approached ETC and were directed to relevant courses, such as ECDL and other job-oriented training services.

### *5.1.7 Women@work – Cottonera women project*

As a follow up to last year's Cottonera project, the project Women@work was re-launched in collaboration with entities providing services at the Access complex in Birgu. Focus groups were held on 8<sup>th</sup> March, women's day, to discuss subjects such as empowerment, social security and pension issues, cooperatives, ETC's services and other work-related topics. Participants were then directed towards training opportunities or work exposure schemes. The project is currently ongoing, with a good number of participants having found full or part-time employment and the majority of the remaining participants currently undertaking courses or taking part in job experience schemes.

## **5.2 Persons with Support Needs**

ETC has continued to strengthen its services in favour of clients with greater need of support.

### *5.2.1 Persons with Disability*

The general performance registered during this period maintained the positive momentum registered last year. Placements stood at 85 surpassing last year's total by 13 placements. It is to be positively noted that, through the use of the ESF-funded 'Supported Employment Scheme', 27 disabled persons were placed in employment this financial year with a number of them experiencing gainful employment for the very first time in their life. 20 clients were placed in employment through the co-operation agreements that ETC has with the Eden and Richmond Foundations.

Through the mentioned agreements with Eden and Richmond Foundations, another 49 persons with disability underwent specialised training. Work exposure opportunities were given to 38 persons with disability through the Bridging the Gap Scheme.

### *5.2.2 Persons with special needs*

74 persons who are ex-substance abusers, ex-convicts or persons with social problems were placed in employment during the financial year.

The Bridging the Gap Scheme provided work experience to 18 persons with special needs. The upward revision of the allowance paid to participants contributed to greater client participation. Sixteen of the persons utilising the scheme were inmates nearing the end of their prison period.

During the same period 12 clients with special needs were placed on other work exposure schemes, namely three on the Active Youth Scheme and 9 on the Work Start Scheme. Fifty seven persons with special needs were trained through the co-operation agreements that ETC has with Caritas.

The '(Ex-) Substance Abuse Monitoring Board' met eight times and interviewed 83 clients. Clients were either referred for medical assessment or investigation with a view to strike-off from the unemployment register.

ETC's co-ordinated programme at the Kordin Correctional Facility providing training opportunities to inmates continued to function successfully. Efforts are being made with CCF authorities to forge a more direct relationship with the YOURS Section of the CCF. During the financial year, 179 inmates participated in the various courses that were provided.

### *5.2.3 The long-term and very long-term unemployed*

1,638 registered unemployed persons who have been unemployed for more than one year have been trained by ETC during the financial year. 127 were placed in employment, ten of whom through the use of the Employment Training Placement Scheme. Thirty four youngsters benefited from work exposure under the Active Youth Scheme while 85 other long-term/very-long term unemployed persons underwent job experience by being placed on the Work Start Scheme.

After finishing an exercise whereby each very-long term unemployed client was called in and a detailed profile of each client was taken; this involved no less than 1,854 interviews/'personal action plan' meetings with this client group. ETC is now facing an audience with a long history of unemployment. Despite countless submissions for training courses and job interviews, the remaining caseload of very-long term unemployed persons still offers a major challenge in respect of work placements. ETC is using a two pronged approach combining both services and schemes as well as enforcement; in fact, the caseload has been reduced to 275 which is the lowest figure recorded in the past six years.

## **6.0 EU AFFAIRS AND EMPLOYMENT LICENCES**

During the year under review, the European Union Affairs Unit continued to provide advice and assistance to internal ETC divisions on EU-related matters and the undertaking of ESF and ERDF funded projects. Liaison was continuous with the EU funds Managing Authority and the Ministry of Education, Youth and Employment about Operational Programmes I and II of the 2007-2013 programming period. Preparatory work on the ESF/ERDF funded projects for the 2007-2013 programming period was initiated within the Corporation while the first applications for projects under ESF and ERDF were submitted in early September 2007. Assistance was also provided for the organisation of a peer review on disadvantaged groups in the labour market. Representatives from the European Commission and eleven EU Member States participated in the peer review.

Apart from providing advice to the Ministry of Education, Youth and Employment on EU-related issues falling within ETC's remit, the EU Unit was instrumental in the negotiations leading to the adoption of the Regulation on the European Globalisation Adjustment Fund (EGF) and push for the modification of the criteria in order to make Malta eligible for this Fund. In fact, the EU Unit was also the coordinating body in preparing Malta's application for funding under the EGF which was submitted to the Commission in early September 2007.

### **6.1 Projects under the Structural Funds Programme**

The EU Affairs Unit continued to assist the various divisions of the Corporation with the implementation of the eleven projects financed from the European Social Fund, Structural Funds Programme 2004-2006. Five of these projects were won following the February 2006 call for applications and two projects were won following the call made in May 2007. The Unit assisted ETC operational and support divisions in the management of the following functions: public procurement, payment processes, recruitment procedures, tendering processes, documentation, selection processes and in ensuring that these are compliant with ESF/ERDF Regulations. For this purpose, ongoing and continuous meetings were held with the relevant entities, including PPCD, Ministry of Education, Youth and Employment, Department of Contracts, State Aid Monitoring Board and Treasury Department.

In September 2007, ETC submitted two ESF projects under Priority Axis 2 - 'Investing in employability and adaptability of the workforce' - Operational Programme II and two ERDF projects under Priority Axis 6 - 'Urban regeneration and improving the quality of life' - Operational Programme I. They are currently being assessed by the Managing Authority.

## 6.2 Projects under the Leonardo da Vinci Programme

During the year under review, ETC managed to obtain approval for two projects under the European Union's Leonardo da Vinci Programme.

### *6.2.1 Exchange of Ideas and Practices in the Marketing Strategy of a Public Employment Service*

The project involves an exchange of experiences in the marketing of services offered by Public Employment Services. Two employees of the Employment and Training Corporation will be visiting JobCentre Plus in the UK in order to explore the idea of setting up a Marketing unit within ETC and to further develop their skills in their area of work. These persons have been assigned duties related to Communications and Public Relations and therefore, this training will provide ideas and practices which are essential when one comes to plan and design marketing strategies.

Through this project, ETC will develop its knowledge on branding its services, centralising its marketing efforts, planning its campaigns more effectively and strengthening its communication with the public. Jobcentre Plus of the UK was selected to be the partner of ETC throughout the duration of the project due to their experience in these fields. Moreover, most of the functions of Jobcentre Plus are common to those of ETC and it would therefore be possible to transfer knowledge and information about marketing practices.

### *6.2.2 Support for the setting up of a basic skills unit*

As ETC is highly engaged in the provision of basic skills training to jobseekers, plans are being made for the setting up of a Basic Skills Unit within the ETC's Training Services Division. The Unit will exclusively focus on the provision of basic skills to make participants employable and to encourage them to undertake further training.

It is therefore being proposed that through this LDV mobility project, the four persons who will be directly involved in the organisation and implementation of the new Basic Skills Unit will be exposed to the functions undertaken by VOX, the Norwegian Institute of Adult Learning. Through meetings with experienced staff, visits to training centres and exposure to practical applications, they will gain an insight into, and acquire first hand knowledge of what will be required of them at the local level.

### 6.3 *Euro Changeover*

The EU Affairs Unit was also responsible for the preparation and implementation of plans to ensure ETC's compliance with the requirements arising from the implementation of the Euro. Towards the last quarter of 2006, ETC started to work on the implementation of the dual display functionality. Since 2006, 3 Euro changeover plans have been developed in an effort to outline the Corporation's plan for the successful changeover to the Euro.

During the financial year, an ETC trainer attended four training sessions organised by the NECC and 36 employees were trained on changing to the Euro. The Corporation also delivered training on the Euro Changeover for ETC Clients. The training consists of a 1-hour module which was incorporated in a number of selected mainstream courses. Trainers delivering sessions during ETC mainstream courses attended for training related to the above-mentioned module in July 2007. The Euro awareness module started to be delivered as from August 2007 and will continue until December 2007.

### 6.4 **Employment Licences Unit**

The Employment Licences Unit of the Corporation was strengthened through the recruitment of additional staff in order to cope with the ever-rising volume of applications being received. During the financial year under review, the Employment Licences Unit processed 9,751 applications. Out of these, 1,628 applications were refused and 8,123 were accepted. 2,892 active work permits were cancelled. Out of the 6,866 employment licences which were still active at the end of the financial year, 3,126 were granted to EU citizens while 3,740 were granted to third country nationals. Employment licences were issued to foreigners primarily to fill positions which could not be filled by local personnel. Refugees, persons enjoying temporary humanitarian status and asylum seekers qualify automatically for a work permit as they have the right to work in Malta.

## **7.0 HUMAN RESOURCES**

The major achievements in the area of human resources management were the signing of the Collective Agreement 2007-2010 and the introduction of a palm reading attendance system. In addition to attendance management, this system allows for the generation of reports which contribute to a more efficient human resources management overall.

### **7.1 Recruitment and selection**

The Corporation underwent numerous recruitment exercises particularly to replace persons who resigned or and to deploy persons on ESF projects. Casual substitutes for persons on parental leave were also recruited. Training services were also contracted for numerous training programmes.

### **7.2 Training and development**

A number of staff training programmes were organised in motivational interviewing and on responding to social issues in a labour market context. Seven employees undertook courses in health and safety while seventeen staff members were trained in basic fire fighting techniques. ETC employees attended training or information sessions in marketing, creative thinking, work stress management, security training, business writing, secretarial skills and office skills training and records management.

### **7.3 Health and Safety at the workplace**

The Health and Safety Committee proposed a large number of measures to be undertaken; most of these were implemented by the end of the financial year. The Committee provides ETC employees with advice on health and safety on a regular basis. A series of health and safety standard operating procedures have been finalised.

A risk assessment exercise was undertaken at the Childcare Centre, the Employment Services Block and the Skills Centre Block. A volumetric analysis of all ETC offices has been compiled in order to address the corporate obligations arising from health and safety legislation. A number of firepoint indicators were set up at the various sites in order to be in conformity with Health and Safety legislation.

#### **7.4 Community relations initiatives**

Two blood drives were held at the Corporation during which a significant number of employees donated blood.

As part of its corporate social responsibility, twenty three ETC employees volunteered to undertake works at St. Joseph Home in Santa. Venera. This was followed up by another day of voluntary work at the same Home organised by employment advisers for registered unemployed persons who volunteered to provide plastering and cleaning work.

The Youth Section of the Employment Services Division is working on the "Progett Tereza". The aim of this project is to collect unwanted items such as furniture, baby items, towels, sheets, etc. and donate them to families in need. Requests for donations are done through social workers, parish priests and other professionals.

ETC has once again participated in the Swimathon Challenge, a fund raising activity organised by the Park of Friendship (Razzett Tal-Hbiberija) which offers leisure and therapeutic programmes for the disabled. Two employees took part in this activity and swam for one hour raising Lm53 in sponsorship from ETC employees. They placed fourth amongst all organisations who participated in this event.

#### **7.5 Employee relations**

Following various meetings with the Collective Bargaining Unit and the Union Haddiema Maghqudin regarding the new collective agreement for ETC employees, the Collective Agreement for the period 2007 – 2010 was finalised and signed. This agreement provided improved working conditions for ETC employees.

#### **7.6 Staff welfare**

ETC continued to provide a child care service to its employees during the year under review.

A number of events were organised by the Sports and Social Club including a photographic exhibition and two lunch meetings with the aim of improving communications between staff employees. The Solidarity Fund was re-activated and use of this fund has already started.

The Human Resources Department is issuing a quarterly e-newsletter to staff available on the intranet. To-date eight newsletters have been issued, covering staff members' interests including hobbies, staff training activities, music from the local scene, a cultural spot, interviews with selected staff members, a comic strip, a recipe, and a sports column.

## 8.0 FINANCE

The Finance Department is responsible for payments and salaries, and other financial aspects relating to ETC operations. The Finance Division prepared the ETC budget for 2007-08 following consultation with all the internal divisions concerned. ETC has undertaken the functions entrusted to it during the operational year while remaining within the total budget allocated to it by Parliament.

The Finance Division assisted the EURES manager in formulating the subsidy plan for 2006/7 which was submitted to EURESCO before end December 2006. Furthermore, the final accounts for the subsidy plan 2007/8 were prepared by the Finance Division.

A tenders function was set up at ETC. This function includes assistance in the formulation and publication of tender documentation, administration of tendering procedures in accordance with public procurement regulations and archiving of tender documents. Assistance is provided throughout the whole tendering process, including attendance in all adjudicating committees and preparation of relevant reports for approval by the ETC Board of Directors. During the year under review the tender office processed fourteen tenders which were co-funded from ESF, ERDF and EURES budgets and eleven tenders which were funded from the Corporation's budget.

The current payroll software was upgraded to enable integration with the newly acquired palm reading attendance system. A detailed report was prepared describing the payroll process within the Corporation. The payroll upgrade included the migration and testing of data and reports after a series of parallel runs before going live with the new system.



**Profile of Trainees Attending ETC Training Programmes - Malta**  
**Financial Year October 2006 - September 2007**

Course Title	Total	Gender		Age Groups				
	No	Males	Females	16 - 24	25 - 39	40 - 49	50 - 59	60 +

**IT Related Courses**

ECDL Modules 1 to 7	258	129	129	78	80	60	39	1
ECDL Modules 1, 5 & 6	38	18	20	9	10	12	7	0
ECDL Modules 2, 3, 4 & 7	35	20	15	9	9	12	5	0
Eures Course	23	15	8	5	7	9	2	0
IT for You	64	46	18	7	29	13	15	0
Microsoft Digital Literacy	331	224	107	58	109	88	68	8
<b>Sub Total</b>	<b>749</b>	<b>452</b>	<b>297</b>	<b>166</b>	<b>244</b>	<b>194</b>	<b>136</b>	<b>9</b>

**Office Related Courses**

Basic Sales Techniques	133	34	99	67	46	12	8	0
Call Centre Agent	226	66	160	76	46	61	41	2
Office Skills	77	13	64	46	16	14	1	0
Store Keeping Skills	76	74	2	18	21	27	10	0
Travel Agency & Airline (Basic)	15	4	11	6	8	1	0	0
<b>Sub Total</b>	<b>527</b>	<b>191</b>	<b>336</b>	<b>213</b>	<b>137</b>	<b>115</b>	<b>60</b>	<b>2</b>

**Basic Skills Courses**

Job Skills - Adults	325	240	85	0	325	0	0	0
Job Skills - Over 40	347	227	120	0	0	183	159	5
Job Skills - Youths	433	281	152	433	0	0	0	0
Literacy English - Advanced	0	0	0	0	0	0	0	0
Literacy English - Basic	54	45	9	20	20	10	4	0
Literacy English - Basic (Paolo Freire)	4	1	3	2	0	2	0	0
Literacy English - Intermediate	4	2	2	0	2	2	0	0
Literacy English - Lower Intermediate	10	7	3	6	2	0	2	0
Literacy English - Pre Elementary	2	1	1	1	0	1	0	0
Literacy English - Upper Intermediate	19	12	7	4	8	6	1	0
Literacy for Air Malta	14	14	0	0	10	4	0	0
Literacy for Employment (Paolo Freire)	11	8	3	4	5	1	1	0
Literacy Maltese - Basic (Paolo Freire)	23	20	3	6	7	6	4	0
Literacy Maltese - Module 1	208	174	34	17	67	65	54	5
Literacy Maltese - Module 1 - ESF	70	53	17	8	28	20	12	2
Literacy Maltese - Module 2	41	34	7	2	16	10	12	1
Literacy Maltese - Module 3	35	33	2	3	16	11	5	0
Literacy Maltese - Module 4 - ESF	13	11	2	2	8	2	1	0
Literacy Maltese - Module 5 - ESF	6	4	2	1	2	0	3	0
Personal, Social & Cultural Awareness	12	12	0	0	0	6	6	0
Personal, Social & Cultural Awareness: Follow Up	6	6	0	0	0	4	2	0
Return to Employment	324	299	25	0	0	181	135	8
Women for Employment	17	6	11	0	5	9	3	0
Youths in Institutional Care - ESF 52	17	7	10	17	0	0	0	0
<b>Sub Total</b>	<b>1995</b>	<b>1497</b>	<b>498</b>	<b>526</b>	<b>521</b>	<b>523</b>	<b>404</b>	<b>21</b>

**General Courses**

Customer Care ADT	262	233	29	63	111	45	30	13
Introduction to Support Studies with Special Educational Needs	21	3	18	3	10	6	2	0
Local Warden	13	8	5	1	9	2	1	0
Local Warden Refresher	18	16	2	3	8	4	3	0
Private Guard	157	129	28	51	44	38	24	0
Private Guard In-house Training for Dar tal-Providenza Staff	10	10	0	0	0	5	4	1
Private Guard Refresher	251	211	40	44	73	86	43	5
Private Guards for Security Staff	9	9	0	0	2	4	3	0
Special Ability Training for Film Industry - Level 1	72	70	2	8	34	24	6	0
Special Ability Training for Film Industry - Level 2	63	60	3	5	29	23	6	0
<b>Sub Total</b>	<b>876</b>	<b>749</b>	<b>127</b>	<b>178</b>	<b>320</b>	<b>237</b>	<b>122</b>	<b>19</b>

### Hospitality Courses

Bar Service Personnel	10	9	1	4	3	2	1	0
Food Handling	24	21	3	6	10	5	3	0
Food Preparation & Culinary Arts - Level 1	19	16	3	6	6	7	0	0
General Maintenance for Hotels	0	0	0	0	0	0	0	0
<b>Sub Total</b>	<b>53</b>	<b>46</b>	<b>7</b>	<b>16</b>	<b>19</b>	<b>14</b>	<b>4</b>	<b>0</b>

### Trade Courses

Basic Electricity	47	47	0	12	16	11	8	0
Basic Plumbing	79	79	0	25	31	15	7	1
Domestic Appliances Repairs - Level 1	3	3	0	2	0	1	0	0
Electronics Servicing - Level 1	7	7	0	4	2	1	0	0
Electronics Servicing - Level 2	7	7	0	2	1	2	2	0
Gardening	66	63	3	10	21	20	15	0
General House Installation Licence 'A'	21	21	0	6	11	0	3	1
Grafflato	84	84	0	16	34	21	12	1
Handling of Power Tools in Electrical & Plumbing Installations	5	5	0	0	3	2	0	0
Laying of Marble Staircase	4	4	0	0	3	0	1	0
Manual Soldering for Electronic Assembly	7	0	7	6	0	1	0	0
Metal Machining - Level 1	5	5	0	0	2	2	1	0
Metal Machining - Level 2	7	7	0	1	1	1	4	0
Plastering	51	50	1	11	21	12	7	0
Refrigeration & Air Conditioning	19	19	0	13	12	6	4	1
Shutter Formwork	3	3	0	0	2	1	0	0
Spray Painting (Vehicles)	36	34	2	21	10	3	1	1
Spray Painting (Wood)	16	16	0	9	6	0	1	0
Steel Fixing	20	20	0	4	12	3	1	0
Tile Laying (Wall & Floor Tiles)	57	57	0	17	29	7	4	0
Tile Laying (Wall & Floor Tiles) - Employed	5	5	0	0	2	1	2	0
Welding - Advanced	7	7	0	5	1	1	0	0
Welding - Advanced Refresher	5	5	0	0	2	3	0	0
Welding - Basic Concepts	22	22	0	13	6	1	2	0
Welding MMA (Metal Manual Arc)	14	14	0	7	7	0	0	0
Woodwork - Foundation	29	29	0	13	9	6	1	0
Woodwork - Practical	24	24	0	10	8	6	0	0
<b>Sub Total</b>	<b>667</b>	<b>654</b>	<b>13</b>	<b>207</b>	<b>252</b>	<b>127</b>	<b>76</b>	<b>5</b>

### Short Courses

Care Workers Disabled	15	3	12	7	4	3	1	0
Care Workers Elderly	26	9	17	4	8	9	3	2
<b>Sub Total</b>	<b>41</b>	<b>12</b>	<b>29</b>	<b>11</b>	<b>12</b>	<b>12</b>	<b>4</b>	<b>2</b>

### Business & Management Development Courses

Legal Aspects for SME's and Medium Companies	6	3	3	0	5	1	0	0
Managing Change	10	7	3	3	1	4	2	0
Managing Finance	4	0	4	0	4	0	0	0
Managing Markets	5	1	4	2	0	3	0	0
Managing Operations	8	3	5	3	4	0	1	0
Managing People	5	4	1	0	2	2	1	0
Negotiating Skills	17	9	8	5	6	6	0	0
Promoting Entrepreneurship - ESF 47	20	0	20	6	8	4	2	0
<b>Sub Total</b>	<b>75</b>	<b>27</b>	<b>48</b>	<b>19</b>	<b>30</b>	<b>20</b>	<b>6</b>	<b>0</b>

### Grand Total - Malta

<b>Grand Total - Malta</b>	<b>4983</b>	<b>3628</b>	<b>1355</b>	<b>1336</b>	<b>1535</b>	<b>1242</b>	<b>812</b>	<b>58</b>
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**Profile of Trainees Attending ETC Training Programmes - Gozo**  
**Financial Year October 2006 - September 2007**

Course Title	Total	Gender		Age Groups				
	No	Males	Females	16 - 24	25 - 39	40 - 49	50 - 59	60 +

**IT Related Courses**

ECDL Modules 1 to 7	10	5	5	9	7	5	1	0
Equal Skills	68	54	14	16	28	18	6	0
Sage Accounting	13	3	10	6	4	2	1	0
<b>Sub Total</b>	<b>103</b>	<b>67</b>	<b>36</b>	<b>31</b>	<b>39</b>	<b>25</b>	<b>8</b>	<b>0</b>

**Office Related Courses**

Basic Sales Techniques	17	0	17	7	9	1	0	0
Business Accounting Leading to 'O' Level	14	6	8	7	4	2	1	0
Call Centre Agent	51	11	40	23	18	4	6	0
Language Refresher - Italian	29	9	20	12	5	8	4	0
Office Skills	9	0	9	3	2	2	2	0
<b>Sub Total</b>	<b>120</b>	<b>26</b>	<b>94</b>	<b>52</b>	<b>38</b>	<b>17</b>	<b>13</b>	<b>0</b>

**Health & Safety Courses**

Basic First Aid	15	3	12	5	7	3	0	0
Dangerous Goods Driver A (ADR)	20	20	0	7	5	6	2	0
Fire Fighting & Awareness	100	78	22	24	50	19	7	0
Food Handling	142	66	76	59	47	25	10	1
<b>Sub Total</b>	<b>277</b>	<b>167</b>	<b>110</b>	<b>95</b>	<b>109</b>	<b>53</b>	<b>19</b>	<b>1</b>

**Basic Skills Courses**

Customer Care	42	12	30	21	13	6	2	0
Customer Care ADT	50	38	12	15	18	8	9	0
Job Club	15	6	9	7	4	2	2	0
Job Skills Mixed (Youths & Adults)	72	44	28	36	15	13	8	0
<b>Sub Total</b>	<b>179</b>	<b>100</b>	<b>79</b>	<b>79</b>	<b>50</b>	<b>29</b>	<b>21</b>	<b>0</b>

**General Courses**

Bartending	16	11	5	10	4	1	1	0
Food & Beverage Service	17	7	10	12	3	1	1	0
Food Preparation & Production	24	17	7	10	6	6	2	0
Housekeeping	23	0	23	10	5	6	2	0
Private Guards Refresher	24	23	1	8	11	5	0	0
<b>Sub Total</b>	<b>104</b>	<b>58</b>	<b>46</b>	<b>50</b>	<b>29</b>	<b>19</b>	<b>6</b>	<b>0</b>

**Business & Management Development Courses**

Foster Entrepreneurship	21	15	6	7	8	5	1	0
<b>Sub Total</b>	<b>21</b>	<b>15</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>0</b>

<b>Grand Total - Gozo</b>	<b>804</b>	<b>433</b>	<b>371</b>	<b>314</b>	<b>273</b>	<b>148</b>	<b>68</b>	<b>1</b>
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<b>Grand Total - Malta &amp; Gozo</b>	<b>5787</b>	<b>4061</b>	<b>1726</b>	<b>1650</b>	<b>1808</b>	<b>1390</b>	<b>880</b>	<b>59</b>
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**Profile of Trainees Attending ETC Training Programmes - N.I.F.T.E. Courses**

*Financial Year October 2006 - September 2007*

Course Title	Total	Gender		Age Groups				
	No	Males	Females	16 - 24	25 - 39	40 - 49	50 - 59	60 +

**N.I.F.T.E Foundation Technical Courses**

Foundation Course in Electronics Engineering	10	7	3	3	6	0	1	0
Foundation Technical Skills	13	11	2	4	9	0	0	0
<b>Sub Total</b>	<b>23</b>	<b>18</b>	<b>5</b>	<b>7</b>	<b>15</b>	<b>0</b>	<b>1</b>	<b>0</b>

**N.I.F.T.E. Advanced Technical Courses**

Advanced Technical Skills	9	9	0	4	4	1	0	0
ATS Programming in UNIX & C	7	7	0	1	5	0	1	0
ATS RF & Microwave Communications	15	15	0	8	6	1	0	0
<b>Sub Total</b>	<b>31</b>	<b>31</b>	<b>0</b>	<b>13</b>	<b>15</b>	<b>2</b>	<b>1</b>	<b>0</b>

**N.I.F.T.E. Advanced ECDL Courses**

AM3 - Advanced ECDL - Word Processing	25	10	15	9	11	0	5	0
AM4 - Advanced ECDL - Spreadsheets	23	10	13	7	11	3	2	0
AM5 - Advanced ECDL - Databases	27	14	13	9	12	3	3	0
AM6 - Advanced ECDL - Presentations	22	10	12	8	8	2	4	0
<b>Sub Total</b>	<b>97</b>	<b>44</b>	<b>53</b>	<b>33</b>	<b>42</b>	<b>8</b>	<b>14</b>	<b>0</b>

**N.I.F.T.E. Management & Development Courses**

Building a Customer Service Team	16	7	9	1	6	6	3	0
Business Ethics	10	6	4	0	4	4	1	1
Chemical Technologies Operators	31	22	9	8	8	9	6	0
Creating Customer Loyalty	96	51	45	41	23	22	9	1
Database Management	20	17	3	3	11	4	2	0
Effective Business Writing	8	1	7	3	3	2	0	0
Engineering Skills (City & Guilds)	4	3	1	2	1	1	0	0
Fields Survey Assistant	12	11	1	1	5	5	1	0
Foundation Course in Health & Safety	46	36	10	7	22	12	5	0
Leadership Development: Leading the Way	32	21	11	8	14	6	4	0
Lift Installations	54	54	0	10	32	6	5	1
Middle Management Development	16	11	5	2	11	2	1	0
Operating a Petrol Station	135	124	11	12	61	33	21	8
Payroll	39	14	25	11	15	9	3	1
Preparing & Conducting an Interview	7	6	1	2	2	3	0	0
Project Management	15	11	4	6	2	4	3	0
Time Management	8	4	4	1	3	2	2	0
Train the Trainer	48	32	16	11	23	10	4	0
<b>Sub Total</b>	<b>597</b>	<b>431</b>	<b>166</b>	<b>129</b>	<b>246</b>	<b>140</b>	<b>70</b>	<b>12</b>

**N.I.F.T.E Other Courses**

Dangerous Goods Driver A	18	18	0	2	12	2	2	0
Food Handling Category A	297	224	73	94	86	65	48	4
Food Handling Category B	1253	718	535	552	332	246	116	7
<b>Sub Total</b>	<b>1568</b>	<b>960</b>	<b>608</b>	<b>648</b>	<b>430</b>	<b>313</b>	<b>166</b>	<b>11</b>

<b>GRAND TOTAL N.I.F.T.E.</b>	<b>2316</b>	<b>1484</b>	<b>832</b>	<b>830</b>	<b>748</b>	<b>463</b>	<b>252</b>	<b>23</b>
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**Profile of Trainees Attending ETC Training Programmes - Malta**  
**Financial Year October 2006 - September 2007**

Course Title	Total	Gender		Age Groups				
	No	Males	Females	16 - 24	25 - 39	40 - 49	50 - 59	60 +

**IT Related Courses**

ECDL Modules 1 to 7	258	129	129	78	80	60	39	1
ECDL Modules 1, 5 & 6	38	18	20	9	10	12	7	0
ECDL Modules 2, 3, 4 & 7	35	20	15	9	9	12	5	0
Eures Course	23	15	8	5	7	9	2	0
IT for You	64	46	18	7	29	13	15	0
Microsoft Digital Literacy	331	224	107	58	109	88	68	8
<b>Sub Total</b>	<b>749</b>	<b>452</b>	<b>297</b>	<b>166</b>	<b>244</b>	<b>194</b>	<b>136</b>	<b>9</b>

**Office Related Courses**

Basic Sales Techniques	133	34	99	67	46	12	8	0
Call Centre Agent	226	66	160	76	46	61	41	2
Office Skills	77	13	64	46	16	14	1	0
Store Keeping Skills	76	74	2	18	21	27	10	0
Travel Agency & Airline (Basic)	15	4	11	6	8	1	0	0
<b>Sub Total</b>	<b>527</b>	<b>191</b>	<b>336</b>	<b>213</b>	<b>137</b>	<b>115</b>	<b>60</b>	<b>2</b>

**Basic Skills Courses**

Job Skills - Adults	325	240	85	0	325	0	0	0
Job Skills - Over 40	347	227	120	0	0	183	159	5
Job Skills - Youths	433	281	152	433	0	0	0	0
Literacy English - Advanced	0	0	0	0	0	0	0	0
Literacy English - Basic	54	45	9	20	20	10	4	0
Literacy English - Basic (Paolo Freire)	4	1	3	2	0	2	0	0
Literacy English - Intermediate	4	2	2	0	2	2	0	0
Literacy English - Lower Intermediate	10	7	3	6	2	0	2	0
Literacy English - Pre Elementary	2	1	1	1	0	1	0	0
Literacy English - Upper Intermediate	19	12	7	4	8	6	1	0
Literacy for Air Malta	14	14	0	0	10	4	0	0
Literacy for Employment (Paolo Freire)	11	8	3	4	5	1	1	0
Literacy Maltese - Basic (Paolo Freire)	23	20	3	6	7	6	4	0
Literacy Maltese - Module 1	208	174	34	17	67	65	54	5
Literacy Maltese - Module 1 - ESF	70	53	17	8	28	20	12	2
Literacy Maltese - Module 2	41	34	7	2	16	10	12	1
Literacy Maltese - Module 3	35	33	2	3	16	11	5	0
Literacy Maltese - Module 4 - ESF	13	11	2	2	8	2	1	0
Literacy Maltese - Module 5 - ESF	6	4	2	1	2	0	3	0
Personal, Social & Cultural Awareness	12	12	0	0	0	6	6	0
Personal, Social & Cultural Awareness: Follow Up	6	6	0	0	0	4	2	0
Return to Employment	324	299	25	0	0	181	135	8
Women for Employment	17	6	11	0	5	9	3	0
Youths in Institutional Care - ESF 52	17	7	10	17	0	0	0	0
<b>Sub Total</b>	<b>1995</b>	<b>1497</b>	<b>498</b>	<b>526</b>	<b>521</b>	<b>523</b>	<b>404</b>	<b>21</b>

**General Courses**

Customer Care ADT	262	233	29	63	111	45	30	13
Introduction to Support Studies with Special Educational Needs	21	3	18	3	10	6	2	0
Local Warden	13	8	5	1	9	2	1	0
Local Warden Refresher	18	16	2	3	8	4	3	0
Private Guard	157	129	28	51	44	38	24	0
Private Guard In-house Training for Dar tal-Providenza Staff	10	10	0	0	0	5	4	1
Private Guard Refresher	251	211	40	44	73	86	43	5
Private Guards for Security Staff	9	9	0	0	2	4	3	0
Special Ability Training for Film Industry - Level 1	72	70	2	8	34	24	6	0
Special Ability Training for Film Industry - Level 2	63	60	3	5	29	23	6	0
<b>Sub Total</b>	<b>876</b>	<b>749</b>	<b>127</b>	<b>178</b>	<b>320</b>	<b>237</b>	<b>122</b>	<b>19</b>