



# **EUROPEAN SOCIAL CHARTER**

*Report in terms of*  
*Article 21*  
*of the*  
*European Social Charter*

*submitted by*

**GOVERNMENT OF MALTA**  
*(for the period ending 31<sup>st</sup> December 2004)*

**2006**

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Report made by the Government of Malta in accordance with Article 21 of the European Social Charter, on the measures taken to give effect to the following accepted provisions of the European Social Charter, the instrument of ratification of which was deposited on the 4<sup>th</sup> October, 1989:-

- Articles 1(4), 2, 3, 4, 9, 10, and 15 for the period 1 January 2001 to 31 December 2004.

In accordance with Article 23 of the Charter copies of this report have been communicated to:-

The Confederation of Malta Trade Unions

The General Worker's Union

The Malta Federation of Industries

The Malta Employer's Association

No observations have been received from the organisations of workers and employers regarding the practical application of the provisions of the Charter, of the application of legislation, or other measures for implementing the Charter.

# ARTICLE 1

## RIGHT TO WORK

### Paragraph 4 - Vocational guidance, training and rehabilitation

#### Department of Education

The right to vocational guidance is being adhered to. All State Schools have between one (1) and five (5) Guidance Teachers, who, under the care and supervision of a School Counsellor, prepare a Vocational Guidance Programme every year for the students under their care. The Vocational Guidance Programme includes the following:-

- 1) Talks to students and their parents about Options (choice of subjects for the final three years of their secondary education), and discussions on the openings to careers/jobs etc;
- 2) Careers' Orientation Visits (to Banks, the Stock Exchange, Police Headquarters, Hotels, Banks, etc)
- 3) Visits to, and talks by Personnel teaching/lecturing/serving at MCAST (Malta College of Arts, Science & Technology), ITS (Institute of Tourism Studies), University of Malta, Junior College, Higher Secondary School, ETC (Employment & Training Corporation) etc..
- 4) Careers' Markets
- 5) One day Careers' Seminar Programme for School Leavers, to include "Knowing oneself and one's abilities", Post-Secondary Education – full, part-time and evening courses, Labour Market Trends, writing of letters of applications for jobs in Maltese and in English, the writing of a C.V. etc.

All students in State Schools are obliged to attend these Seminars and equality of treatment is given to nationals of other countries, if they are attending the same classes, and to students with disabilities in the mainstream classes.

Students, attending Church and Private Schools, should be following the same programme. However, although Church Schools have School Counsellors, they do not all have Guidance Teachers to carry out the Careers' and Vocational Guidance Programme. Private Schools do not have School Counsellors, and not all of them have a Guidance Teacher. The Guidance and Counselling Services of the Education Division do not have the remit to inspect Careers and Vocational Guidance Programmes in Church and Private Schools.

Church and Private Schools are invited to attend the one day Careers' Seminar Programme for School Leavers but it is up to the School Management Team to

participate or not. In case where the SMT asks for the programme to be delivered in English, instead of Maltese, this will be done.

Finally one has to keep in mind that the Guidance & Counselling Services has a daily “Walk-in Service”, where any parent/student needing any advice (personal, educational, vocational) can come to the Services’ premises and be seen to immediately.

During the summer holidays, there is a Walk-in Service for students requiring help with Options for pre-Tertiary/Tertiary education.

## **National Commission Persons with Disabilities**

### ***General Remarks***

Most disabled students receive their education up to the age of 16 years in mainstream education. However, there is little or no provision for them to continue their education at the post secondary level. In fact the number of students with disability at this level is negligible. Furthermore, although students with disability are entitled to the same vocational services available in mainstreamed education as any other students, there are no provisions to meet their individual needs because of their impairment/s.

### ***Rehabilitation***

During 2004 the National Commission Persons with Disability began a new service that had been on its agenda for a long time. One of the Commission’s priorities for the last ten years has been the need of a holistic service for persons with disability with challenging behaviour. In order to commence this service, the Commission hired the services of Ms Forough Hessabi M.A (Psych), Ed. S., educational specialist with several years of experience in various countries, especially in Canada and the US.

The new service is aimed for those who have challenging behaviour, their families and those who work with them in various sectors. It will consist of direct training, consultation and individual therapy sessions.

## ARTICLE 2

### THE RIGHT TO JUST CONDITIONS OF WORK

Further to the information we have had the opportunity to provide the Governmental Committee with regarding the Employment and Industrial Relations Act which was still a bill at the time of our last report, we would like to add that in 2002 the Bill No 152 was enacted and is now the Employment and Industrial Relations Act – Chapter 452 of the Laws of Malta.

This Act may be accessed at <http://www2.justice.gov.mt/lom/home.asp>. The Annual Reports of the Industrial Relations and Employment Department may be accessed at [http://www.doi.gov.mt/en/ministries\\_and\\_departments/default.asp](http://www.doi.gov.mt/en/ministries_and_departments/default.asp)

In addition to the explanations given in our last report we would like to add the following regarding: -

#### **Paragraph 1 - Reasonable daily and weekly working hours**

The Employment and Industrial Relations Act of 2002, Chapter 452 of the Laws of Malta regulates employment and conditions of work in Malta. The Act, in article 2 (1), defines conditions of employment as “wages, the period of employment, the hours of work and leave and includes any conditions related to the employment of any employee under a contract of service including any benefits arising there from, terms of engagement, terms of work participation, manner of termination of any employment agreement and the mode of settling any differences which may arise between the parties to the agreement; but it does not include professional ethics arising from any professional relationship between an employer and an employee”.

Article 6 of the Employment and Industrial Relations Act, deals with working time. Indeed, it gives the Minister responsible for industrial and employment relations power to legislate on “the maximum weekly working hours, including overtime, for employees, minimum periods of daily rest, weekly rest and annual leave, and may make different provisions for different classes of employees including any incidental, supplemental or consequential provisions as may be deemed necessary”.

The Act itself defines hours of work as “the time on any day during which employees are available for service to the employer, exclusive of the intervals allowed for meals and rest.” Overtime is defined as “any hours of work in excess of the normal hours of work”.

Reasonable daily and weekly working hours are regulated by Legal Notice 247 of 2003, the Organization of Working Time Regulations 2003, which was issued by virtue of the aforementioned article 6. This Legal Notice implements EC directive 93/104/EC concerning certain aspects of the organization of working time.

### **Questions raised by the Committee on the last Maltese Report**

*In its last conclusions, the Committee noted “that the Director does not set actual limits to total working hours, but according to the report this will change when Council Directive 94/33/EC is implemented in Malta because of the limits to total hours following from that directive.” The Committee asked whether the collective agreements mentioned in the conclusions set limitations on overtime.*

It is to be clarified that, the Employment and Industrial Relations Act 2002, empowers the Minister responsible for employment and industrial relations to prescribe the maximum weekly working hours, including overtime, for employees. This was done by Legal Notice 247 of 2003, which in its regulation 7 holds that the average working time for each seven-day period of a worker, including overtime, shall not exceed 48 hours. This regulation provides a minimum requirement and thus any collective agreement must adhere to this requirement. The same legal notice however allows the possibility of individual opt-outs in regulation 20.

*As regards the request for a clarification raised by the Committee with respect to the Maltese report on civil servants that “these are covered by collective agreements and it is considered that conditions of work of these employees are more than acceptable vis-à-vis international standards”, it is to be clarified that civil servants are covered by collective agreements which, in so far as conditions of work are concerned, go beyond the minimum protection afforded by Maltese Law on conditions of work.*

*Finally, the Committee, on the subject of the 363 irregularities detected following inspections carried out by the Industrial and Employment Relations Department, asked how many of these irregularities pertained to working time and what were their nature.*

Malta would like to underline that no infringements relating to working time were noted.

### **Paragraph 3 - Annual Holiday with Pay**

Article 6 of the Employment and Industrial Relations Act empowers the Minister responsible for industrial and employment relations to legislate, among others, on “annual leave”.

Legal Notice 38 of 1989, in regulation 4, holds that whole-time employees shall be entitled to the national holidays and to all public holidays with full pay, and to the following vacation leave not being less than –

- (a) four working weeks and one working day during the calendar years 1988 and 1989;
- (b) four working weeks and two working days during the calendar year 1990;
- (c) four working weeks and three working days during the calendar year 1991;
- (d) four working weeks and four working days during the calendar year 1992 and during any other calendar year thereafter.

The Organisation of Working Time Regulations (Legal Notice 247 of 2003) deals with annual holiday with pay in regulation 8.

### **Questions raised by the Committee in its last conclusions**

*Extract from the conclusions: “The Committee considers that workers should be entitled to take holidays “lost” due to illness at another time, so that they benefit from the obligatory minimum holiday period provided for by the Charter.*

*The Committee concludes that the situation in Malta is not in conformity with Article 2§3 of the Charter for two reasons:*

*– Maltese law as it stands allows employees to waive their right to annual holidays in exchange for an increase in their remuneration;*

*– Maltese law does not guarantee that workers who fall ill or have an accident during their holiday can take the holiday at another time.”*

It is to be clarified in this respect, that according to regulation 8 (1) of the Organisation of Working Time Regulations 2003, LN 247 OF 2003, every worker is entitled to paid annual leave of at least the equivalent in hours of four weeks and four working days calculated on the basis of a 40-hour working week, and an 8-hour working day and out of this paid annual leave entitlement, a minimum period equivalent to four weeks may not be replaced by an allowance in lieu, except where the employment relationship is terminated, and any agreement to the contrary shall be null and void.

As to the second comment, when a worker falls sick during his vacation leave, he/she has to inform the employer concerned so that his status of being on vacation leave is converted into a sick leave status. The employee does not in any way lose his/her right to vacation leave. The balance of vacation leave can be claimed by the employee as soon as he gets well. The employee’s right to vacation leave is not in any way prejudiced.

### **Paragraph 5 - Weekly Rest Period**

Article 2 (1) of the Employment and Industrial Relations Act defines the term weekly day of rest as a period of twenty four consecutive hours starting from the time when the employee normally commences his term of duty. The Organisation of Working Time Regulations of 2003 define ‘rest period’ as any period which is not working time and does not include leave to which a worker is entitled. The same regulations deal with the weekly rest period in regulation 6.

### **Questions raised by the Committee in its last conclusions**

*In its conclusions “The Committee repeats its request for a description of the legal basis for the entitlement of part-time workers to the same weekly rest period as full-time workers.*



It is to be explained that in so far as part-time workers are concerned, the Employment and Industrial Relations Act (Chapter 452) defines part time employee as an employee whose normal hours of work, calculated on a weekly basis or on an average over a period of employment of up to one year, are less than the normal hours of work of a comparable whole-time employee and who is not a whole-time employee with reduced hours.

Article 25 of the Act holds that part-time employees shall not be treated in a less favourable manner than comparable whole-time employees solely because they work part-time unless different treatment is justified on objective grounds. Article 25 (2) empowers the Minister responsible for Employment and Industrial Relations to legislate in this regard. Legal Notice 427 of 2002 issued by virtue of article 25 (2) states that it shall be the duty of the employer to ensure that a part-time employee is not treated less favourably than a comparable whole-time employee.

As a further legal basis for the entitlement of part-time workers to the same weekly rest period as full-time workers, the Organization of Working Time Regulations 2003, LN 247 of 2003, which regulates, among others, the weekly rest period, does not in any way exclude its application to part-timers. In fact the phrase 'every worker' is used throughout.

As to the Committee's second comment, regulation 6 of the Organization of Working Time Regulations states that every worker shall be entitled to a minimum uninterrupted weekly rest period of 24 hours, in addition to a daily rest period of 11 hours, for each seven day period during which the worker works for the employer.

### ***Settlement of Trade Disputes***

The Department always strives to take an increasingly more proactive approach towards the settlement of trade disputes to the mutual satisfaction of both the Enterprises involved, and the Union. This mediation in the field of industrial unrest has largely contributed towards an increasingly stable industrial climate, avoiding strikes and other costly forms of litigation.

In fact the Department was requested to intervene on two hundred and ninety five (295) cases during the period 2001 to 2004 in an effort to bring an amicable settlement of trade disputes between employers and trade unions. Whilst agreement was successfully reached in 232 cases, only 9 were referred to the Industrial Tribunal.

It should be noted that most of the conciliation meetings were convened on the initiative of the Department in an effort to settle disputes at the earliest stages of conflict, thus avoiding escalation of industrial unrest.

### ***Industrial Tribunals***

The Industrial Tribunal is an independent tribunal made up of a Chairman who is selected from a panel or chairmen, members who are selected from a panel of persons representing employers' interests and members who are selected from a panel of persons representing the trade unions. The Tribunal hears and decides trade disputes referred to it by the Minister at the request of one or both parties in unfair dismissal. Sessions of the Industrial Tribunal are held at the Law Courts, Republic Street, Valletta.

The Department provides support services for the Industrial Tribunal in the form of providing secretaries for each Chairman and all the clerical and office facilities to operate this service.

During the period 2001 to 2004 the Industrial Tribunal received 667 new cases of alleged unfair dismissal and 53 new cases of trade disputes.

The Tribunal dealt with 360 cases of alleged unfair dismissals and 49 collective trade disputes. It also issued 20 decrees and gave 10 preliminary decisions.

The Industrial Tribunal held 1754 sittings for the hearing of these cases.

### ***Industrial Actions***

During the reference period there were 31 industrial actions which resulted in a total of 6849 man-days lost. These actions involved 4482 workers. The Department of Industrial and Employment Relations took an active part to conciliate both parties during industrial actions. On various occasions, the Department was instrumental to the achievement of an amicable settlement and consequently the termination of the industrial action.

### ***Collective Agreements***

Article 5(2) of the Employment and Industrial Relations Act states where conditions of employment are prescribed in a collective agreement, the employer is obliged to send to the Director of Industrial and Employment Relations an authenticated copy of said agreement, within fifteen days of signing. In accordance with this article, 170 Collective Agreements were registered at the Department during the reference period.

### ***Inspectorate Section***

During the period under review the Inspectorate Section in Malta carried out 12,770 inspections covering an average of 17,000 employees each year.

As a result of these inspections, 2,215 irregularities were observed which led to the issuing of more than 200 claims during the same period. Furthermore officials in this section dealt with 71,464 enquiries regarding conditions of employment – both on the phone and through personal visits at the Office. In most cases of arrears of wages and

other irregularities concerning contract of service, rectification was effected through the Section Officers' direct efforts. Other cases were followed up through court action.

During the same period the Gozo Inspectorate Section effected 739 routine inspections, covering an average of 850 employees per year. During these inspections 53 irregularities were observed. Action from the Inspectorate end was taken to rectify these irregularities, and 446 follow-ups/special visits were undertaken as well.

### ***Enforcement Section***

Throughout the period under review officials in the Enforcement Section served a total of 876 claims against employers. Estimates of circa 40% of these claims were amicably settled out of court, as a result of the direct efforts by the officers of the Enforcement Section. Moreover 365 cases were forwarded to the Commissioner of Police for prosecution and Court hearings totaled to 2,751 cases.

### ***Expatriates***

The Expatriates Unit dealt with 12,590 applications for work permits during the years 2001 to 2004 of which 7,938 were new applications and 4,652 were applications for the renewal of work permits.

During this period 105 on the spot inspections were carried out by personnel of this unit. Applications for work permits, or the renewal thereof, are processed by an Inter-Departmental Committee, chaired by the Director of Citizenship and Expatriate Affairs. A Department's Officer, representing the Director of Industrial and Employment Relations, is a member of this committee.

This Committee held 329 meetings, during which 12,547 applications were processed.

### ***Registrar of Trade Unions***

The reports issued by the Registrar of Trade Unions are published in the Government Gazette at the end of each year. As at the end of 2004 there were fifty-seven (57) organisations registered, of which 34 are Trade Unions, and 23 are Employers' Associations. As at the 30th of June 2004, the end of the Registrar of Trade Unions' year, there were also thirty-four (34) Trade Unions with a total of 86,156 members, and 23 Employers Associations, with a total of 8,846 members. This constitutes an addition of one Registered Trade Union throughout the Registrar year, the University of Malta Academic Staff Association.

## ARTICLE 3

### THE RIGHT TO SAFE AND HEALTHY WORKING CONDITIONS

The Occupation Health and Safety Authority Act 2000 may be accessed at <http://www2.justice.gov.mt/lom/home.asp>. The annual reports of OHSa may be accessed at [http://www.ohsa.org.mt/categoryindex.asp?category=pubs\\_reports](http://www.ohsa.org.mt/categoryindex.asp?category=pubs_reports).

Further to the comments made in the last report by Malta, the following additional information and updates are being made.

#### **Establishment of an Occupational Health and Safety Authority**

In 1998, the Ministry for Social Policy saw to the preparation of new draft legislation concerning occupational health and safety in general, and the establishment of an Occupational Health and Safety Authority (OHSa). This draft was circulated to the social partners for their comments following which a Bill was published in November 2000. This Act of Parliament was entitled the Occupational Health and Safety Authority Act (Act XXVII of 2000). That part of the Occupational Health and Safety Authority Act dealing with the establishment of an Authority, its duties and functions, was brought in force in May 2001, while the rest of the Act was brought into effect on the 29<sup>th</sup> January 2002.

The Authority is made up of a 9-member tripartite *Board*, headed by a Chairperson while the Executive Branch, is headed by a Chief Executive Officer.

The OHSa is responsible for ensuring that the physical, psychological and social well being of all workers in all work places are promoted and to ensure that they are safeguarded by whoever is so obliged to do, by ensuring that the levels of occupational health and safety protection established by this Act and by regulations made under this Act are maintained.

Among its functions, the OHSa:

1. Applies the provisions of the Act and any regulations or orders made there under;
2. Establishes strategies by which the general national policy relating to OHS may be implemented;
3. Advises the Minister regarding the making of regulations;
4. Monitors compliance with the relevant OHS legislation;
5. Prepares regulations and codes of practice;
6. Promotes the dissemination of information, education and training;
7. Collates and analyses data and statistics;
8. Keeps registers of plants, installations, equipment, machinery, articles, substances or chemicals in use at work;
9. Carries out investigations on any matter concerning OHS;

10. Promotes and carries out scientific research; and to
11. Keeps registers of persons competent to give advice on matters related to OHS.

### ***Legislative reform***

As part of the preparations for Malta's accession to the European Union, an exercise of harmonization of all occupational health and safety legislation with the European Union *acquis* was undertaken. During the period under review the OHS legislative framework was reviewed and compared with the EU *acquis* on OHS. This exercise led to the publication of a number of new regulations to transpose the relevant EU Directives as shown in ANNEX I attached. During this period the Act for the Promotion of Occupational Health and Safety, 1994 (Act VII of 1994) was repealed and replaced with the more updated Act XXVII of 2000. As a result, the Commission for the Promotion of OHS ceased to exist and was replaced by the OHS Authority. Regulations made under Act VII of 1994 were saved as if issued under the OHS Authority Act.

As a direct result of this exercise, local OHS legislation has been brought in line with all relevant EU Directives on OHS. The OHS Authority Act, 2000, transposes in part the Framework Directive on OHS (89 / 391 / EEC).

### ***Applicability of Act XXVII of 2000.***

This Act applies to all work places, to all sectors of activity, both public and private, and to all work activities. With regards to those activities carried out by members of the armed forces, the police force or of the civil protection services, the health and safety of workers must be ensured as far as reasonably possible in the light of the overall scope of those services. This is in line with the contents of Council Directive 89 / 391 / EEC. Contrary to the provisions of the Framework Directive, the Act is also applicable in Malta to workers carrying out domestic duties.

### ***Importation of chemical products into Malta***

During the period under review, as a result of EU accession and in line with the drive towards harmonization and simplification of importation procedures, importers were no longer required to seek OHS Authority approval prior to importing chemical products. Hence records are no longer being kept by the OHS Authority on chemicals being imported into Malta. The responsibility for "Placement on the Market" of any goods, including chemicals, now lies with the Market Surveillance Directorate at the Malta Standards Authority.

### ***Workers' participation, consultation and involvement on matters related to OHS at their place of work***

During the period under review the concept of workers' participation, consultation and involvement on matters related to OHS at their place of work was enshrined in local OHS regulations with the publication of LN 36 of 2003 and the bringing into force of Act XXVII of 2000. Through these legislations, employers are duty bound to "ensure that at

work places wherein a sufficient number of workers are employed, there shall be elected, chosen or otherwise designated a person or persons to act as the Workers' Health and Safety (WHS) Representative or Representatives, and who shall be consulted in advance and in good time by the employer on matters which may affect occupational health and safety (Act XXVII of 2000, art. 6 (4)). The procedure of appointment / selection of same WHS Representative/s is regulated by LN 36 of 2003, and revolves around the principle that these WHS Representatives shall be appointed by the workers themselves, saving some minor exception. Furthermore WHS Representatives are protected from reprisals on OHS matters and have to be trained on their role by the employer at the expense of the same employer.

### ***Risk assessment***

Under local OHS regulations, employers are duty bound to carry out a risk assessment of the occupational hazards present in one's place of work e.g. LN 36 / 2003, LN 123 / 2003, LN 185 / 2004 etc. Although this fundamental principle was already found in pre Act VII of 1994 legislations, noticeably in the Factories (Health, Safety and Welfare) Regulations 1986, the publication of a number of OHS regulations established a mandatory duty on employers to conduct this RA and keep a copy, which must be made available for an eventual inspection and verification by the OHS.

### ***Workers not to suffer any charge***

An employer shall not levy or permit to be levied on any worker, any charge or deduction in wages in respect of anything done or provided in the interests of occupational health, safety, hygiene or welfare in pursuance of any provisions of local OHS regulations or with respect to any measure related to occupational health, safety, hygiene or welfare at work.

### ***Appointment of OHS Officers by the OHS***

Through the enactment and eventual bringing into effect of Act XXVII of 2000, a number of OHS Officers were appointed by the OHS. Same OHS Officers are deemed to be Public Officers under the Criminal Code and thus are protected by law while on duty. OHS Officers have a number of powers at law, including:

- To enter freely and without previous notice in any work place at any time of day or night;
- To inspect any document the keeping of which is prescribed by any OHS regulation and
- To issue orders to any person to preserve OHS.

The powers of OHS Officers are similar in scope and content to the powers of Inspectors that were appointed under Act VII of 1994.

### ***Capacity building and recruitment within the OHSA***

From its inception, the OHSA embarked on an aggressive recruitment and HR development exercise for its various fields of operations. Unfortunately, the funds made available did not permit the Authority to continue with its recruitment process, which was only limited to replacing manpower losses. By the end of the period under review, the total human resource capacity was that of 25 employees, 15 of whom were directly engaged in the Authority's core activities, being appointed as OHS Officers in terms of the Act XXVII of 2000.

### ***Establishment of Occupational Exposure Limit Values (OELVs)***

In line with the pre-EU accession OHS legislative reform, two regulations were published in 2003 establishing a list of indicative OELVs (L.N. 120/2003) and transposing the necessary regulations on the protection of the health and safety of workers from the risks related to chemical agents at Work (L.N. 227/2003). In addition LN 122/2003 was also published to regulate the protection of workers from the risks related to exposure to carcinogens or mutagens at work (e.g. benzene).

These regulations directly transpose the relative EU Directives on the subject.

### **Statistics:**

- (i) **Occupational Accidents** - Full breakdown on occupational accidents, trend analysis and sector analysis for the reference period is not available at the OHSA, but may be obtained through the Department of Social Security.
- (ii) **Occupational Fatalities** – a full list of occupational fatalities for the reference period is being enclosed as per Annex II.
- (iii) Data on **Gainfully Occupied Population** for the reference period may be obtained from the Employment & Training Corporation / National Statistics Office.
- (iv) **Occupational Diseases** - Full breakdown on occupational diseases and its analysis is not available at the OHSA, but may be obtained through the Department of Social Security.
- (v) **Activities of the labour inspectorate** for the reference period may be found at Annex III.

### ***Consultation on OHS matters at national level***

As referred to earlier, the OHSA is made up of an Executive Branch and a tripartite Board. New OHS legislation is drafted by the Executive Branch of the OHSA, discussed at

Board level and issued for consultation with the stakeholders and the general public, giving ample time for feedback and any comments to reach the OHSA. In addition the consultation process is publicized in the local media through various press releases and also on the OHSA's website <http://www.ohsa.org.mt/>. Following this consultation process, the final draft is drawn up, signed by the Minister and promulgated into law.

In addition, the OHSA also hosts a network of interested parties which includes the constituted bodies, technical persons, individuals and also representatives of the civil society.

One may also mention, an informal network whereby persons may register themselves with the OHSA's website and are thus regularly updated on all matters concerning the local OHS scenario, not limited to the issue of new regulations.



## ANNEX I

### List of OHS legislation enacted / published up to the end of 2004

Year	OHS Legislation		Notes
<b>2000</b>	Act XXVII of 2000	Occupational Health and Safety Authority Act, 2000	Came into effect in its entirety on the 29 <sup>th</sup> January 2002
<b>2002</b>	L.N. 45/2002	Workplace (Provision of Health and, or Safety Signs) Regulations, 2002	
	L.N. 44/2002	Workplace (Minimum Health and Safety Requirements) Regulations, 2002	
	L.N. 43/2002	Minimum Health and Safety Requirements for Work with Display Screen Equipment Regulations, 2002	
	L.N. 11/2002	Workplace (First Aid) Regulations, 200	
	L.N. 10/2002	Occupational Health and Safety Appeals Board (Procedural) Regulations, 2002	
<b>2003</b>	L.N. 44/03	<a href="#">Nuclear Safety and Radiation Protection Regulations, 2003</a>	Issued under the National Interest (Enabling Powers) Act Cap 365
	L.N. 379/2003	<a href="#">Protection of Workers in the Mineral Extracting Industries through Drilling and Workers in Surface and Underground Mineral Extracting Industries Regulations, 2003</a>	
	L.N. 228/2003	Protection of Workers from Risks related to Exposure to Biological Agents at Work Regulations, 2003	
	L.N. 227/2003	<a href="#">Protection of the Health and Safety of Workers from the Risks related to Chemical Agents at Work Regulations, 2003</a>	
	L.N. 123/2003	Protection of Workers from the Risks related to Exposure to Asbestos at Work Regulations, 2003	
	L.N. 122/2003	Regulations on the protection of workers from the risks related to exposure to carcinogens or mutagens at work, 2003	
	L.N. 121/2003	Minimum requirements for the use of personal protective equipment at work regulations, 2003	
	L.N. 120/2003	<a href="#">Regulations establishing a first list of indicative occupational exposure limit values on the protection of the health and safety of workers from the risks related to chemical agents at work, 2003</a>	
	L.N. 37/2003	Control of Major Accident Hazard Regulations, 2003 Arrangement of Regulations	
	L.N. 36/2003	General Provisions for Health and Safety at Work Places Regulations, 2003	
	L.N. 35/2003	Protection against Risks of Back Injury at Work Places Regulations, 2003	
	L.N. 34/2003	Factories (Night Work by Women) (Repeal) Regulations, 2003	

<b>2004</b>	L.N. 173/2004	<a href="#">Nuclear Safety and Radiation Protection (Amendments) Regulations, 2004</a>	Issued under the National Interest (Enabling Powers) Act Cap 365
	L.N. 283/2004	Protection of Young Persons at Work Places (Amendment) Regulations, 2004	
	L.N. 282/2004	<a href="#">Work Equipment (Minimum Safety and Health Requirements) Reg., 2004</a>	
	L.N. 281/2004	<a href="#">Work Place (Minimum Health and Safety Requirements for Work at Construction Sites) Regulations, 2004</a>	
	L.N. 185/2004	<a href="#">Work Place (Minimum Health and Safety Requirements for the Protection of Workers from Risks arising from exposure to Noise) Regulations, 2004</a>	
	L.N. 41/2004	Work Place (Minimum Requirements for Work) (Confined Spaces and Spaces having Explosive Atmospheres) Regulations, 2004	

## ANNEX II

### INDUSTRIAL ACCIDENTS AND OCCUPATIONAL DISEASES

<b>Year</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>
Occupational fatalities	4	4	11	12
Occupational Injuries	5109	4937	4735	4111

Source: National Statistics Office

## ANNEX III

### Workplace Inspections

<b>Year</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>
Workplace Inspections	959	512	903	1975

Source: Occupational Health & Safety Authority

## ARTICLE 4

### THE RIGHT TO A FAIR REMUNERATION

#### Paragraph 1 - Adequate Remuneration

The Employment and Industrial Relations Act in article 2 (1) defines "wages" as remuneration or earnings, payable by an employer to an employee and includes any bonus payable under article 23 other than any bonus or allowance related to performance or production.

The statutory minimum wage continued to be adjusted each year to compensate for the increase in the cost of living and as in previous reports we are submitting two tables that show the adjustments/changes that took place during the reference period.

#### *Statutory National Minimum Wage (Gross)*

1 <sup>st</sup> . Jan 2001	Lm 49.88 per.wk.
1 <sup>st</sup> . Jan 2002	Lm 51.38 per.wk.
1 <sup>st</sup> . Jan 2003	Lm 53.13 per.wk.
1 <sup>st</sup> . Jan 2004	Lm 53.88 per.wk.

#### *Gross Average Wage*

2001	Lm 117.89 per.wk.
2002	Lm 118.59 per.wk.
2003	Lm 121.58 per.wk.
2004	Lm 119.12 per.wk.*

**NOTE:** In both cases, the above figures do not include the weekly allowance of Lm2.00 per week and the end of year bonus payable in June and December of each year, in two instalments of Lm 58.00 each. The weekly allowance and the bonus are not payable to part-time workers who work for less than thirty five hours a week.

Also, the above rates of pay, which are quoted gross are subject to a 10% deduction (with effect 1.1.00) by way of a social security contribution.

\* It is to be noted that the figures in the second table represent the real average weekly compensation per employee. However it must be stressed that while for the years 2001 to 2003 the figures were obtained by deflating the nominal figures by the Retail Price Index using the base year December 1995=100, the figure for year 2004 was obtained by deflating the nominal figures by the Retail Price Index using the base year December 2002=100. This change explains the decrease in the average weekly compensation per employee from the year 2003 to 2004. In fact in nominal terms the figure was greater.

### ***Wage Regulation Orders***

A number of wage regulation orders issued by virtue of Maltese employment law apply to particular sectors and each establishes the minimum wage applicable to the sector concerned. Moreover, among others, they set the overtime rates applicable to the relevant sectors, including the rate applicable on a Sunday and on a public holiday.

Article 23 of the Employment and Industrial Relations Act states that every employer shall pay such statutory bonuses and income supplements in the amount and at the times as may be established by legal notice issued by the Minister of Finance by virtue of this article. Such statutory bonus shall be in the form of a sum of money which, in either case, shall not be less than one-half of that which the Government shall have announced in the general estimates of any particular year as payable by the Government to each of its employees during that year.

### ***Family Benefits***

Families with children under sixteen years of age are entitled to a generous scheme of benefits. During the period under review there was an increase in the percentage rate for families with three (3) children or more as follows:-

Number of Children	% rate payable as an Allowance on difference obtaining between reckonable annual income and Lm 10,270.
1	6%
2	9%
3	12%
4	14%
5 <sup>th</sup> and other subsequent child	2% for each child

Source: Department of Social Security

Employed and Self-Employed persons who are not in receipt of Family Benefits, may be entitled to a Supplementary Allowance if they satisfy an incomes mean test. Hence if the

annual income of a married person does not exceed Lm 4200 per annum, and in the case of a single person does not exceed Lm 3270 per annum, they will be entitled to receive this allowance which is capped at Lm 140 and Lm 75 respectively each year.

Also during the reference period the tax thresholds were increased and now stand at Lm 4300 per. annum in the case of a married person, and Lm 3100 per. annum in the case of a single person.

### **Paragraph 3 – Non-Discrimination between men and women workers with respect to remuneration**

#### **Questions raised by the Committee in its last conclusions**

*In answer to the Committee's question, the report states that in the public sector the principle of equal pay for equal work or work of equal value was introduced between 1969 and 1971.*

*The legal basis is Prime Ministerial Circular No. 38/67 of 13 June 1967.*

*To enable it to assess the situation the Committee asks whether under this circular public sector employees have a right to equal pay for equal work or work of equal value that is enforceable in the courts.*

In reply to the above it must be stressed that yes public sector employees have a right to equal pay for equal work or work of equal value that is enforceable in the courts.

#### **Questions raised by the Committee in its last conclusions**

*The Committee in its last conclusions asked for information on the consequences of breaches of the equal pay principle. It asks whether victims are entitled to the difference in pay and, if so, whether in addition to this difference they can apply for other forms of compensation, and also whether in such cases employers may be liable to criminal or administrative penalties. It also requested to be informed on the system for bringing evidence in equal pay cases?*

The Employment and Industrial Relations Act defines 'wages' as remuneration or earnings, payable by an employer to an employee and includes any bonus payable under article 23 other than any bonus or allowance related to performance or production. The equal pay principle is enshrined in article 27 of the same Act. This holds that employees in the same class of employment are entitled to the same rate of remuneration for work of equal value. The law states that an employer and a worker or a union of workers as a result of negotiations for a collective agreement, may agree on different salary scales, annual increments and other conditions of employment that are different for those workers who are employed at different times, where such salary scales have a maximum that is achieved within a specified period of time. Article 27 also provides that any distinction between classes of employment based on discriminatory treatment otherwise

than in accordance with the provisions of the Act or any other law shall be null and of no effect.

Article 30 of the Act states that any person who alleges that the employer is in breach of, or that the conditions of employment are in breach of article 27, may within four months of the alleged breach, lodge a complaint to the Industrial Tribunal (Labour Court) and the Industrial Tribunal shall hear such complaint and carry out any investigations as it shall deem fit. If the Industrial Tribunal is satisfied that the complaint is justified, it may take such measures as it may deem fit including the cancellation of any contract of service or of any clause in a contract or in a collective agreement which is discriminatory and may order the payment of reasonable sums of money as compensation to the aggrieved party. The same article holds that any action taken by a complainant shall be without prejudice to any further action that such complainant may be entitled to take under any other applicable law and shall also be without prejudice to any other action to which the respondent may be subject in accordance with any other applicable law.

Another remedy available to the person alleging a breach of the equal pay principle is recourse to the Department of Industrial and Employment Relations which Department then initiates legal proceedings before the Court of Magistrates as a Court of Criminal Judicature as indicated by article 44 of the Employment and Industrial Relations Act. The Department is obliged to initiate criminal proceedings whenever there is an offence against the provisions of the Act. Article 45 of the Act states that any employer who contravenes or fails to comply with any recognized conditions of employment prescribed by a national standard order or by a sectoral regulation order or collective agreement, or with any provisions of the Act or any regulations made there-under shall, unless a different penalty is established for such offence, on conviction be liable to a fine of not less than one hundred liri and not exceeding one thousand liri. Where the employer is convicted of having failed to effect payment of any moneys due to an employee under this Act or under any national standard order or sectoral regulation order or any other order made under this Act, the court shall, at the request of the prosecution, besides awarding the punishment, order the offender, on proof of the amount, to refund or pay to the employee concerned, the said amount due by him. Any such order by the Court shall be of the same force and effect and be executable in the same manner as if it had been given in a civil action duly instituted between the employee concerned and the employer. It is stated that nothing shall derogate from any right of the employee, as the case may be, to recover by any other means any amount due to him.

As in all criminal proceedings, the evidence must be admissible and must prove that the accused is guilty beyond reasonable doubt. This is not easy and in fact, the complainant usually prefers to take action before the Industrial Tribunal where the level of proof is on the balance of probabilities, and thus less onerous than the situation under criminal law.

*Further the Committee also asked for an indication of the circumstances in which compensation would be awarded and how the amount was calculated (Conclusions XIII-2, p. 262 and XIV-2, p. 512).*

One should underline that it is the Industrial Tribunal which has the exclusive jurisdiction to consider and decide all cases of alleged unfair dismissals. If the Tribunal finds that the grounds of the complaint are well-founded and there is specific request of the complainant to be reinstated or re-engaged by the employer, and it considers that it would be practicable and in accordance with equity for the complainant to be reinstated or re-engaged by the employer, the Tribunal shall make an order to that effect. In doing so, it shall state the terms on which it considers that it would be reasonable for the complainant to be so reinstated or re-engaged (Employment & Industrial Relations Act – Chapter 452 - Article 81 (1)).

Where the complainant is employed in such managerial or executive post as requires a special trust in the person of the holder of that post or in his ability to perform the duties thereof, the Tribunal shall not order the reinstatement or re-engagement of the complainant but orders payment of compensation. However, where the complainant was appointed or selected to such post by his fellow workers, the Tribunal may order his reinstatement or re-engagement in the post held by him before such appointment or selection (Employment & Industrial Relations Act – Chapter 452 – Article 82 (1)).

If there is no specific request for reinstatement or re-engagement or the Tribunal decides not to make an order for reinstatement or re-engagement as aforesaid, the Tribunal shall make an award of compensation to be paid by the employer to the complainant. In determining the amount of such compensation, the Tribunal shall take into account the real damages and losses incurred by the worker who was unjustly dismissed, as well as other circumstances, including the worker's age and skills as may affect the employment potential of the said worker.

*After noting in the first report that in the private sector the equal pay principle only applied to full-time employees, the Committee asked what steps were taken to ensure that the principle enshrined in Article 4§3 was applied to these workers. The Committee recalls that it has been asking for this information since 1994 (Conclusions XIII-2, p. 262 and XIV-2, p. 512).*

*The Committee considers that the principle of non-discrimination between the sexes implies respect for the principle of equal pay between full-time and part-time workers, since the latter are predominantly female and this can lead to indirect discrimination.*

*The Committee therefore asks for the following information:*

*– Is the hourly wage of part-time workers employed in the same type of job or in a similar job identical, as a rule, to the hourly wage of full-time workers?*

The hourly wage of part-time workers employed in the same type of job or in a similar job, is identical to the hourly wage of full-time workers. Article 25 of the Employment and Industrial Relations Act states that part time workers shall not be treated in a less favourable manner than comparable whole –timers solely because they are part-timers unless different treatment is justified on objective grounds. This is confirmed by Legal Notice 427 of 2002 issued by virtue of the same Act.

– Are there possible exceptions to this principle and, if so, on what grounds?

It is to be clarified that the only exception can be said to be ‘unless different treatment is justified on objective grounds’.

– If pay increases in line with length of service, how is the latter calculated for part-time workers?

It should be explained that Regulation 4 of the Legal Notice 427 of 2002, the Part-Time Employees Regulations, which legal notice is based on article 25 mentioned above, states that it shall be the duty of the employer to ensure that a part-time employee is not treated less favourably than a comparable whole-time employee – (a) with regards to the terms of the employee’s contract of employment. Thus all comparable workers, whether part time or full time, are to be granted the same opportunities.

– Are certain components of pay, such as premiums, bonuses, entitlement and benefits associated with complementary insurance schemes, paid as a result of employment, reserved for fulltime workers?

The definition of wages is limited to remuneration or earnings, payable by an employer to an employee, and includes payment of the government bonus. However, if there are other components payable under the contract of employment, the part-timer shall not be treated less favourably, with regards to those components, than the comparable full-timer. This is based on the abovementioned regulation 4 of Legal Notice 427 of 2002.

Following the Committee’s request for statistical information on male and female earnings in the different economic sectors, the following tables 1 – 4 provide the requested information for 2001 to 2004.

<b>Table 1 - Average gross annual salary of employees by sector - 2001</b>				
<b>Sector</b>	<b>Male</b>		<b>Female</b>	
	<b>Count</b>	<b>Mean</b>	<b>Count</b>	<b>Mean</b>
		<b>Lm</b>		<b>Lm</b>
Agriculture, hunting and forestry	1351	4272.67	86	3221.91
Fishing	200	3401.67		.
Mining and quarrying	586	5250.22		.
Manufacturing	20570	4901.00	8998	3742.38
Electricity, gas and water supply	2838	5263.49	300	4324.95
Construction	7344	4273.47	285	4630.58
Wholesale and retail trade, repairs	9143	4786.59	5024	3163.69
Hotels and restaurants	7226	4318.03	3941	3187.96
Transport, storage and communication	8758	6006.98	2162	4375.77
Financial intermediation	2697	6754.72	2813	5159.50
Real estate, renting and business activities	3160	6087.32	1753	4356.53



Public admin and defence; compulsory social security	9238	5147.72	2399	4133.95
Education	4618	5439.67	6116	4714.21
Health and social work	5534	5312.11	4565	4170.30
Other community, social and personal service activities	3051	4349.30	1214	3394.26
Private households with employed persons	76	3205.34	122	2728.42
Extra-territorial organizations and bodies	79	4996.57	89	5081.22
<b>Group Total</b>	<b>86469</b>	<b>5061.63</b>	<b>39867</b>	<b>3996.48</b>

Source: National Statistics Office

<b>Table 2 - Average gross annual salary of employees by sector - 2002</b>				
<b>Sector</b>	<b>Male</b>		<b>Female</b>	
	<b>Count</b>	<b>Mean</b>	<b>Count</b>	<b>Mean</b>
		<b>Lm</b>		<b>Lm</b>
Agriculture, hunting and forestry	1378	4509.86	61	3887.05
Fishing	120	3670.59	32	3692.55
Mining and quarrying	530	5897.11	.	.
Manufacturing	18817	5149.73	8909	4153.08
Electricity, gas and water supply	2963	5433.61	389	4478.09
Construction	7976	4578.11	429	3732.42
Wholesale and retail trade, repairs	8865	4757.34	5172	3523.68
Hotels and restaurants	7499	4525.49	4301	3210.69
Transport, storage and communication	9108	6418.78	2290	5061.01
Financial intermediation	2339	7488.54	2592	5663.90
Real estate, renting and business activities	3844	5884.43	1473	4377.20
Public admin and defence; compulsory social security	9378	5625.11	2849	4609.79
Education	4351	5900.04	7239	5013.44
Health and social work	4810	5915.22	5657	4411.66
Other community, social and personal service activities	2682	4476.62	1342	3728.56
Private households with employed persons		.	122	2832.00
Extra-territorial organizations and bodies	197	6280.52	85	3406.60
<b>Group Total</b>	<b>84857</b>	<b>5351.65</b>	<b>42942</b>	<b>4319.11</b>

Source: National Statistics Office

<b>Table 3 - Average gross annual salary of employees by sector - 2003</b>				
<b>Sector</b>	<b>Male</b>		<b>Female</b>	
	<b>Count</b>	<b>Mean</b>	<b>Count</b>	<b>Mean</b>
		<b>Lm</b>		<b>Lm</b>
Agriculture, hunting and forestry	1133	4455.95	157	3702.42
Fishing	132	4536.89	.	.
Mining and Quarrying	832	4863.29	46	4998.78
Manufacturing	18696	5049.66	7626	4098.60
Electricity, Gas and Water Supply	3453	5422.68	229	4691.57
Construction	8237	4696.03	301	4519.16
Wholesale and retail trade	8904	4777.43	4940	3739.78
Hotels and restaurants	7417	4821.78	3789	3649.22
Transport, storage and communications	8508	6060.26	2671	4949.73

Financial Intermediation	2950	8276.94	2634	5621.99
Real Estate, renting and business activities	3727	6231.73	2029	4657.23
Public admin. and defence; compulsory social security	10204	5594.96	2984	4656.41
Education	3798	5644.95	7566	5132.38
Health and Social Work	4591	5574.91	5074	4394.40
Other community, social and personal service activities	3025	4882.77	1547	4340.17
Private households with employed persons	14	4320.00	287	3082.08
Extra-territorial organisations and bodies	52	4540.38	84	4707.14
<b>Group Total</b>	<b>85673</b>	<b>5348.29</b>	<b>41964</b>	<b>4463.34</b>

Source: National Statistics Office

**Table 4 - Average gross annual salary of employees by sector - 2004**

Sector	Males		Females	
	Count	Mean	Count	Mean
		Lm		Lm
Agriculture, hunting and forestry	1297	4700.38	159	3978.84
Fishing	30	3333.33	12	1600.00
Mining and Quarrying	456	5719.82	25	7467.00
Manufacturing	19319	4999.70	7264	4191.98
Electricity, Gas and Water Supply	2927	5414.52	283	4851.44
Construction	7714	4654.27	217	4182.16
Wholesale and retail trade	10451	4668.30	4752	3782.70
Hotels and restaurants	6802	4815.25	4213	3469.28
Transport, storage and communications	7450	6041.54	2297	4862.24
Financial Intermediation	2522	7725.41	1807	5878.34
Real Estate, renting and business activities	3726	5879.66	2220	4728.72
Public admin. and defence; compulsory social security	10301	5651.04	3572	4962.79
Education	4496	6159.25	8018	5213.27
Health and Social Work	5288	5717.41	5438	4530.32
Other community, social and personal service activities	2666	4715.99	1427	4030.31
Private households with employed persons		.	114	2706.90
Extra-territorial organisations and bodies	196	7172.83	122	5887.94
<b>Group Total</b>	<b>85641</b>	<b>5315.25</b>	<b>41940</b>	<b>4515.75</b>

Source: National Statistics Office

#### **Paragraph 4 - Reasonable Notice of Termination of Employment**

According to article 36 (5) of the Employment and Industrial Relations Act, notice of the termination of employment proposed either by the employer or by the employee under a contract of service for an indefinite time, shall be of the following respective duration, if the employee has been in the employment of the same employer continuously –

- (a) for more than one month but not more than six months ..... one week;
- (b) for more than six months but not more than two years ..... two weeks;
- (c) for more than two years but not more than four years ..... four weeks;
- (d) for more than four years but not more than seven years ..... eight weeks;

(e) for more than seven years, an additional 1 week for every subsequent year of service up to a maximum of twelve weeks;

(f) or such longer periods as may be agreed by the employer and employee in the case of technical, administrative, executive or managerial posts.

### **Paragraph 5 - Limitation of Deduction from Wages**

Wages may not be assigned and attached, save as provided in articles 381, 382 and 849 of the Code of Organization and Civil Procedure (Chapter 12 of the Laws of Malta). Assignment or attachment of wages is permitted if it is intended to ensure the payment of maintenance due to the spouse, or to a minor child or to a person with disability or to an ascendant of the employee.

Article 15 of the Employment and Industrial Relations Act holds that except where expressly permitted by the provisions of this Act or required by any other law, or where ordered by or in virtue of an order of a competent court, or permitted in an agreement entered into between an employer or employers or an organization of employers on the one hand and a trade union or trade unions representative of the employees concerned on the other, an employer shall not make any deductions nor enter into any contract with an employee authorizing any deductions to be made from the wages to be paid by the employer to the employee. The above is also applicable to public sector employees.

Moreover, unless expressly provided by or under the Act or any other law, an employer shall not compute as part of the wages of an employee any other benefit or income, even though granted or paid by the employer, which is payable on account of any cause other than the contract of service.

Notwithstanding the above, however, at the request in writing of an employee, the employer may make deductions from the wages of such employee for the purpose of a superannuation or thrift scheme or for any purpose in the carrying out of which the employer has no beneficial financial interest, direct or indirect.

Article 15 (4) states that deductions in the form of direct or indirect payments for the purpose of obtaining or retaining employment shall not be made from the wages of an employee by an employer, or by any intermediary or labour contractor or recruiter. Nor shall the employer make any deduction from wages by way of discount, interest or any charge of a similar nature in view of any advance of wages made to any employee in anticipation of the covenanted date of payment thereof.

In so far as fines are concerned, article 19 of the Employment and Industrial Relations Act states that unless otherwise prescribed in a collective agreement, where - (a) the terms of any written contract of service signed by the employees or the terms of a written statement signed by an employer in accordance with article 7 specify in detail the fine or fines to which the employee may become liable in respect of an act or omission; and (b) the terms of any such contract or the terms of any such statement have been previously approved by the Director for Industrial and Employment Relations, it shall be lawful for

the employer to make such deductions as may be authorised by such contract or such written statement.

This notwithstanding, where an employee fails without just cause to give to his employer the total number of hours of work as bound by the terms of any contract of service applicable to him, the employer shall not inflict on the employee any fine for such loss of work but may deduct from the total wages due to the employee that part thereof which corresponds to the work so lost.

Article 19 (3) holds that where any fine or fines are imposed by a person or by a group of persons, however named, authorised to perform such function by the employer, such person or persons shall be liable for their acts, without prejudice to the liability of the employer, as if they were the employer.

Sub article 4 of the same section states that unless otherwise prescribed in a collective agreement, when an employer suspends an employee from work and during the period of suspension does not pay him wages or pays him less than the wage to which the employee is entitled, the employer shall be deemed to have made a deduction from the wages of the employee by way of a fine equivalent to the amount underpaid to him in wages.

## ARTICLE – 9

### THE RIGHT TO VOCATIONAL GUIDANCE

Vocational guidance is mainly provided through, the Education Department and the Employment & Training Corporation. The annual reports of the Education Department may be accessed at <http://intra.gov.mt/linktree.asp?pagecode=25>. The annual reports by the E.T.C. are not available on-line and are therefore attached as annex 1, annex 2, and annex 3 at the end of this document. The annual report for year 2004 is not attached but is available with this soft copy but will be available in the hard copy.

Further to the information contained in the previous report the following new information is being included: -

#### *Vocational guidance within the education system*

Students are given general advice through the programmes, and individual guidance where they require or ask for it (all individual Guidance/Counselling sessions are voluntary). Students come to clarify their ideas and ask for advice. They are not obliged to follow the advice received through guidance. This is understandable, as students also seek the advice of their parents, and decide on their own personal wishes and aspirations.

Regarding the expenditure for Guidance Services, one has to take into account the fact that every Guidance Teacher in State Schools has half the timetable dedicated to Guidance Work (there are about 120 Guidance Teachers in State Schools); there are also 15 full-time Counsellors, and 5 Careers' Seminars' Teachers. Regarding the number of students benefiting from the Service, does one count the number of students or the number of times one approached the Service for help (some students need more than one Session).

During the scholastic year, there is a daily Walk-In Service at the Guidance and Counselling Services. During the summer months the Walk-In Service is paid according to a different schedule.

#### *Vocational guidance in the labour market*

Each jobseeker is interviewed on first time registration to obtain all the relevant details. Not only so but registrants are asked whether they are literate. Clients may be asked to undergo a literacy test to verify this. In the case of illiterate persons, registrants are immediately referred to a literacy course. Clients are also asked if they are computer literate. If in the negative, they are referred to a basic computer course to become IT literate. In the meantime the Registration Unit continued to upgrade its services by introducing a Fast Track Service for the Repeat Registrants and also by enhancing the fingerprint registration software.

Job Search Seminars are held for individuals –youths and adults - who start registering for work, equipping them with the right information and tools needed to make looking for a job easier. During the seminar participants are informed about and encouraged to make use of the services offered by ETC. 853 persons attended the job search seminars during the financial October 2004-September 2005.

Following the job search seminar, a detailed profiling of the client undertaken by an employment advisor and occupational guidance is provided. The profiling exercise was introduced in 2003 and 12,735 registrants were profiled in Malta and 280 in Gozo between October 2004 – September 2005. The aim is to enable better matching between the profile of the jobseeker and of the vacancy to which s/he is submitted. During the past months, we continued to improve the profiling tool. We are screening persons before submitting them to employers and thereby improving the services we give to both jobseekers and their potential employers.

Persons who remain unemployed for three months are called for a job motivation seminar followed up by a Job Club. During the last financial year, 1,519 persons attended the Job Motivation course and 148 attended Job Club sessions. Job clubs were being offered in twelve different localities. Since July 2005, Job Clubs were introduced for adults as well. These are still in their embryonic stage and therefore the programme followed during these clubs is still in its experimental phase.

If after the above exercises the client is still unemployed, a personal plan of action is drawn up. The assigned employment advisor together with the individual concerned draws out this plan. The plan is intended to outline the action that the job seeker must take to find employment. By the end of the last financial year, 802 Personal Action Plans were drawn up.

If by this time the client is still unemployed, the individual is referred to an employment or training scheme or programme that would make the participant more employable.

Almost all the ETC employment advisers possess either a degree in psychology or a diploma in occupational guidance and career counselling.

### ***Services offered from Job Centres***

ETC operates three Job Centres in Malta and one in Gozo with the aim of reaching out to clients. During the financial year, 336 persons were placed in employment through Job Centres. Job centres offer a variety of important services to employers including free promotion of job vacancies, recruitment drives and open days, and information on ETC employment and training schemes.

In the meantime registered unemployed persons, persons seeking alternative employment and inactive persons could use all the services being offered by the Job Centres. These include help on how to look for a job; information on registering for work; referrals to

training courses and information about employers having job vacancies; and internet and email service for clients looking for part-time employment.

In 2005, all ETC Job Centres were equipped with touch screen systems, sponsored by EURES. Although in their initial phase, such equipment is proving to be very efficient and resourceful for clients who frequent Job Centres. This is a relatively new and innovative idea with the aim of promoting vacancies especially to people who are not conversant with technology. The touch screen system installed is specifically designed for use by employment services providers (with special consideration for disabled people) and it is being used in various countries around the world. The system provides the facility to search for vacancies that are either local or European by simply touching the screen of the machine. It is envisaged that touch screen services will in future include further facilities such as applying for an ETC course and also browsing all the vacancies available on the EURES portal.

## ARTICLE 10

### THE RIGHT TO VOCATIONAL TRAINING

As highlighted in the last Maltese report, the Employment and Training Corporation (ETC) is the largest entity in Malta which caters for the training of employed, self employed and unemployed persons. All services, including training are provided free of charge to unemployed persons.

Further to the information submitted in the last report, the following information is being brought forward: -

#### **Paragraph 1 - Promotion of technical and vocational training and the granting of facilities for access to higher technical and university education**

Preparation for a career/vocational guidance is given throughout the general secondary school education. Basic preparation is also included through the introduction in schools of the subject known as “Design and Technology”. Vocational secondary education (Trade Schools) has been phased out in recent years.

#### **Paragraph 2- Promotion of Apprenticeship**

##### *Apprenticeship Schemes*

There are presently two different schemes namely the Extended Skill Training Scheme (ESTS) and the Technician Apprenticeship Scheme (TAS).

The schemes are based on the dual system of vocational education and training, incorporating on-the-job work placement at an employer’s establishment and theoretical instruction (off the job training) at a recognised vocational educational institution. Apprenticeship training has for a long time proved to be an effective method for the transfer of occupational skills, knowledge and attitudes, which map onto contemporary workforce requirements (Fuller and Unwin, 1999). Policy makers have argued that 'apprenticeship', as a method of skill formation for young people, seems to be a promising way of reducing the transition problems from education and training to work and of better adapting skills to job requirements consequently it offered the foremost means of gaining employment.

The Employment and Training Corporation (ETC) which presently falls within the remit of the Ministry for Education, Youth and Employment is currently responsible for the administration of the two apprenticeship schemes - the Technician Apprenticeship Scheme and the Extended Skill Training Scheme. This responsibility covers – registration of apprentices, finding and securing suitable training placements in industry, monitoring the on-the-job training covered by apprentices at employer establishments, providing assistance to training companies and organising the trade testing of apprentices on completion of apprenticeship.



The role of the two VET institutions (MCAST and ITS) within this remit is to provide the off the job theoretical tuition. Callings available in both schemes are based on theoretical courses being run in the VET institutions. Until now the majority of programmes available and consequently the certification structure within this vocational route have been imported from foreign institutions namely City & Guilds of London and very recently B.TEC.

The apprentice population by year of intake is shown in table below:

### Intake of Apprentices by year

<i>Year</i>	<i>2001</i>	<i>2002</i>	<i>2003</i>	<i>2004</i>
<i>ESTS</i>	362	382	437	434
<i>TAS</i>	236	273	268	291
<i>Total No.</i>	<b>598</b>	<b>655</b>	<b>705</b>	<b>725</b>

*Apprentices' Database - Employment & Training Corporation*

### *Sponsoring Employers*

A central feature of the apprenticeship framework is the placing of the apprentice in a community of more experienced workers (community of practice) with whom the apprentice interacts and learns from a variety of ways.

The private sector is by far the largest provider of on-the-job training. More than eighty percent (80%) of the apprentices in both schemes are placed in this sector. A large majority of TAS apprentices are sponsored by foreign owned manufacturing firms while a smaller percentage are employed with service establishments. On the contrary to the TAS a large number of ESTS apprentices are employed with micro and small establishments with a large percentage of apprentices following either the Motor Vehicle mechanics or the Woodworking trades.

### Employer participation rate and take up of Apprentices by -Size and Economic Sector

<i>Type of Organisation</i>	<i>Market Services</i>			<i>Direct Production</i>			<i>Government Services</i>		
	<i>Firms</i>	<i>ESTS</i>	<i>TAS</i>	<i>Firms</i>	<i>ESTS</i>	<i>TAS</i>	<i>Firms</i>	<i>ESTS</i>	<i>TAS</i>
<i>Number of employees</i>									
<i>Micro (0-9)</i>	<b>168</b>	104	105	<b>95</b>	78	41	<b>0</b>	0	0
<i>Small (10-49)</i>	<b>88</b>	36	73	<b>72</b>	62	51	<b>1</b>	0	4
<i>Medium (50-250)</i>	<b>39</b>	27	45	<b>25</b>	7	40	<b>3</b>	1	11
<i>Large (over 250)</i>	<b>5</b>	3	57	<b>22</b>	34	163	<b>12</b>	37	60

(First year TAS apprentices not included in above data) *Source - ETC Apprentices database*

### ***Employment after Apprenticeship***

The sponsoring organisation has no obligation to employ its apprentices on completion of the apprenticeship, however the evidence points towards good employment and retention rates, within the majority of participating firms. The reason behind the high employability rate could be attributed to the transferable, job-oriented skills achieved during the training period. It is evidently clear that, certified apprentices' employability is greatly enhanced and they are less likely to become unemployed. In actual fact several employers have complained that they are finding it extremely difficult to retain qualified apprentices in their employ especially during periods of low unemployment.

The apprenticeship framework has so far proved to be an effective employment tool by increasing the supply of young people with the required occupational competencies into the labour market. The overall opinion of stakeholders - employers and apprentices is that the schemes are meeting their expectations.

### ***Course duration and apprentices attendance in VET institution***

As already stated earlier apprenticeships in Malta are currently time-based. Two Legal Notices and their subsequent amendments regulate the duration that varies between 2 and 4 years for the ESTS and 4 years for TAS callings.

The list of apprenticeship opportunities available and their duration is attached.

An Apprenticeship Schemes Board was set up in 2001 composed of representatives from the ETC, VET providers namely MCAST, Education Division and ITS, representatives of trade unions, employers and constituted bodies.

The terms of reference of the Apprenticeship Board are:

1. To review apprenticeship schemes on a day-to-day basis;
2. To examine the current dual-system structure of apprenticeship schemes in Malta in terms of alternance between on-the-job and off-the-job training, day release against block release, areas of competence covered, level of competence, duration, etc. and to determine whether changes are needed to ensure that apprenticeship schemes will continue to provide the right balance between knowledge and skills competence leading to national vocational qualifications and which enjoy international recognition;
3. To discuss whether MCAST courses should necessarily be tied to the apprenticeship system;
4. To discuss the basis on which the level of intake of apprentices in both the TAS and ESTS will be determined – will it be space or teacher availability at MCAST, availability of adequate on-the-job training places, or labour market demand for qualified personnel?
5. To discuss the content of the theoretical tuition part of apprenticeships to ensure that it enjoys labour market relevance;

6. To clarify the responsibility for the placement of apprentices at workplaces for on-the-job training and to discuss in which circumstances apprentices will undergo simulated training within MCAST and whether the latter will compromise their eligibility for the award of a NVQ;
7. To evaluate the provision of off-the-job and on-the-job training during the apprenticeship;
8. To discuss which organisation will in the future be budgeting for maintenance grants due to apprentices, and to forecast such costs;
9. To improve the links between ETC, MCAST and the Education Division;
10. To establish working practices between the different entities;

To identify ways and means that will increase the participation of employers and trainees in apprenticeship schemes, with special emphasis to increase female participation; and to assist persons with special needs that wish to join the schemes.

### **Paragraph 3 - Vocational training and retraining of adult workers**

#### ***Employed people***

The number of participants in ETC-organised mainstream training programmes in Malta and Gozo between October 2004 and September 2005 reached the 6,224 mark, 78% of which were job seekers.

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

The Night Institute for Further Technical Education (NIFTE), now in its seventh year, is guided by the principle that quality training can make a sound difference in the employee's performance and attitude and as a direct result of the training received, employees contribute more effectively to the competitiveness of the organisations they work for. Some of the programmes that have been introduced during this last operational year include Advanced Project Management and Advanced ECDL courses. The total number of courses offered within NIFTE during October 2004 to September 2005 was 148. The total number of participants during the last twelve months was 1,660 of which 1,054 were men and 606 were women. The majority of trainees were non-registrants but 335 were registered unemployed persons.

#### ***BPA Training Grants***

ETC concluded the payments due to employers for applications for training grants under the Business Promotion Act. Training grants are paid to eligible organisations to assist the latter to train their existing employees. Since 2002, 72 employers and 3,372 trainees benefited. Details per year are shown below:

	Year			
	2002	2003	2004 (till 9/05)	2005 (till 9/05)
No. of organisations applying	47	41	37	40
No. of applications submitted	942	642	95	57
No. of trainees submitted	2,629	1,475	263	982
No. of eligible trainees	2,028	1,143	168	33

### ***ETC as the Malta TTnet co-ordinator***

During this operational year TTnet Malta continued with its activities in line with established objectives. The Training of Trainers network is one of the networks set up by CEDEFOP (EU body responsible for vocational Education and Training). TTnet Malta, the local branch of the European Training of Trainers Network, has this year organised a number of information sessions for VET teachers, trainers and those involved in the profession. All sessions were well attended and topics covered the Training process and Let me Learn methodology amongst others.

During 2005 TTnet Malta participated 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.

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. The local TT network, which is assisted by CEDEFOP, invites all vocational teachers, trainers in the various settings that range from VET institutions to workplaces and institutions concerned with the training of vocational teachers and trainers to join the network by filling in the online membership application form available on the website. To date more than 100 persons have registered with the local network.

### ***Measures for Unemployed people***

The number of participants in ETC-organised mainstream training programmes in Malta and Gozo reached the 6,224 mark between October 2004 and September 2005, 78% of which were job seekers. Training programmes for unemployed persons are offered free of charge.

## ***Schemes***

ETC introduced new schemes for the unemployed while others that were already in existence were improved as indicated below.

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

The objective of this scheme is to assist employers to provide the necessary training to newly recruited persons at the onset of their probationary period. This is also an opportunity for new employees to upgrade their skills or attain new skills that are relevant to the present needs of the labour market.

The Employment Training Placement Scheme consists of a subsidy payable to the employer for (a) employing a job seeker who is long-term unemployed or (b) who has been made redundant following a collective redundancy exercise or (c) for employing a disadvantaged persons i.e. person with disability, ex-convict, ex-substance abuser (d) registered job seekers who are in the 25-39 age bracket and who have been registering for at least six months and (e) single parents who have custodial care for their children who are below 18 years of age. In the case of single parents who are registered unemployed and who have custodial care for children below 18 years of age, ETC will assist them to obtain child care provision through the payment of a child care allowance.

When a person is placed on the ETPS, that person will be in normal employment and will be considered as an employee with full rights as any other employees. The subsidy payable to the employer is equivalent to half the applicable minimum wage for the duration of a training period agreed to between ETC and the employer, which cannot be more than one year.

### ***Work Start Scheme***

The Work Start Scheme is a new scheme modeled on the Job Experience Scheme but is targeted at adults lacking adequate work experience by providing them with relevant work experience. The eligible participants will be:

- Adults who never worked before;
- Adults who have been absent from the labour market for at least five years;
- Persons possessing academic or vocational qualifications but who do not have work experience in the area in which they are qualified.

This scheme aims at assisting adult entrants to the labour market by exposing them to work experience and in-house training. It also aims at attracting more women and inactive persons to the labour market and to encourage persons possessing advanced academic or vocational qualifications to make use of ETC services.

### ***Redeployment Scheme***

The aim of this scheme is to help employers to provide the necessary training when they employ persons whose jobs are at risk or who were made redundant or workers who are employed with a company that, though downsizing, may recruit the workers in another company within the same group in significantly different occupations. In all cases, this is done to help such workers in making a successful transition into quality jobs. The scheme is also intended to avoid redundancies by providing a period of retraining to workers in new occupations employed by an associate company within the same group of companies.

### ***Job Experience Scheme***

This scheme has been in existence for a number of years and it is used to assist school leavers who never worked before to obtain work experience through a three-month work placement at an establishment. ETC experience has shown that registered unemployed school leavers may have work experience but not in the occupation they are registering for thus being ineligible for the scheme. For this reason, the Job Experience Scheme has been extended to cover those school leavers who do not have work experience in the job they are registering for.

### ***Active Youth Scheme***

The objective of this scheme is to help young people aged between 16 and 24 who have been registering for work for at least 6 months, to discover and develop their hidden talents through the undertaking of projects for NGOs which will be of benefit to the community. Participants on this scheme will work for 20 hours per week on projects in non-profit organisations having a social purpose. Lm30 weekly are paid to participants directly by ETC. The maximum duration of the scheme is six months. Youths participating in the scheme will be exempted from the requirement to register for work, while still being notified of any suitable job opportunities that may arise.

### ***Training and Employment Exposure Scheme***

ETC aims to train or retrain persons who have been seeking employment for over six months and are aged over 40 years through the TEES with the ultimate objective of securing gainful employment on completion of the scheme. During the first month of the scheme, eligible persons are given training on Core Skills, particularly motivation and self-esteem raising practices, followed by Skills Sampling and Aptitude Testing to establish inclinations and wishes of participants.

Following phase one, intensive training is given on skills in demand in the labour market, spanning over a twenty-four week programme. A market exercise is conducted with employers to obtain vacancies and skills required. In phase three, participants are assigned with an employer for a twenty-two week period. This work exposure is aimed

to pave the way for an offer of permanent employment by the Employer at the end of the scheme.

### ***Literacy Training for Those Seeking Employment***

The project's aims and objectives are to improve the skills base and adaptability of registered unemployed persons through the provision of functional literacy programmes delivered primarily at ETC training centres and at local councils. Such customised training will help those seeking employment to either enter into further vocational training and, provided they have already received some sort of training, to find employment. In addition, the project involves research leading to the development of training materials at five different levels of literacy according to the needs of the adult participants. This is intended to serve at establishing guidelines and standards that will be used to monitor and improve the delivery of functional literacy programmes.

### ***ETC - Courses and Schemes (Gozo)***

In Gozo, ETC aims to support four training schemes aimed at persons seeking employment, people already in employment and small enterprises in Gozo. The Graduate Scheme provides unemployed graduates with employment opportunities with Gozitan SMEs. Through this scheme the participants will gain training and employment experience. The Foster Entrepreneurial Skills Scheme provides the necessary stimulus for those unemployed who wish to set up their own businesses. Participants of this scheme will undergo training and will be assisted to draw up a business plan. A start-up grant will be provided to those submitting business plans which are approved in advance. Apart from these three schemes, a number of training courses will be delivered primarily aimed at delivering skills required by the hospitality industry. This training will target employed and unemployed people who would like to acquire new skills to improve their job prospects.

**Table 1: Profile of trainees attending ETC Training Programmes - Malta**

**October 2003 - September 2004**

<b>Type of Course</b>	<b>Total</b>	<b>Gender</b>		<b>Age Group</b>				
		<b>Men</b>	<b>Women</b>	<b>16-24</b>	<b>25-39</b>	<b>40-49</b>	<b>50-59</b>	<b>60+</b>
<b>Malta (Office Related)</b>								
Office Skills	109	36	73	92	7	9	1	0
Typing	16	1	15	10	3	2	1	0
Storekeeping	23	22	1	9	6	6	2	0
Retailing	55	18	37	24	16	13	2	0
Principle of Accounts	25	11	14	25	0	0	0	0
Junior Clerks	51	28	23	19	14	10	8	0
House-Keeping	5	3	2	1	1	2	1	0
<b>Sub Total</b>	<b>284</b>	<b>119</b>	<b>165</b>	<b>180</b>	<b>47</b>	<b>42</b>	<b>15</b>	<b>0</b>
<b>Malta (Basic Skills Courses)</b>								
Job Motivation- Youths (Core Skills)	614	374	240	613	1	0	0	0
Empowerment Skills for Women	29	0	29	0	9	17	3	0
Literacy for Employment	81	70	11	19	26	25	11	0

Job Motivation – Adults	481	393	88	0	481	0	0	0
Literacy – Paolo Freire	16	14	2	2	2	10	2	0
Advanced Literacy – Paola Freire	12	11	1	3	5	3	1	0
Job Motivation – Over 40's	278	233	45	0	0	163	115	0
<b>Sub Total</b>	<b>1534</b>	<b>1107</b>	<b>427</b>	<b>654</b>	<b>528</b>	<b>218</b>	<b>134</b>	<b>0</b>
<b>Malta (Other Courses)</b>								
Care Workers for Disabled	59	11	48	16	22	12	9	0
Child Carers	33	1	32	8	15	6	4	0
Customer Care (for Public Transport Authority)	523	481	42	153	203	109	48	10
Local Wardens	28	17	11	11	10	4	3	0
Local Wardens (Refresher Course)	21	18	3	4	11	2	4	0
Private Guards	217	180	37	70	52	70	24	1
Private Guards (Refresher Course)	279	259	20	39	86	109	42	3
Disabled Computer Course – Intellectual	3	1	2	2	1	0	0	0
Disabled Computer Course – Deaf & Mute	1	1	0	1	0	0	0	0
Cabin Crew Training Programme	93	47	46	76	16	1	0	0
Child Carers (Providers)	22	1	21	4	8	10	0	0
<b>Sub Total</b>	<b>1279</b>	<b>1017</b>	<b>262</b>	<b>384</b>	<b>424</b>	<b>323</b>	<b>134</b>	<b>14</b>
<b>Malta (Trade Courses)</b>								
Aluminium	30	30	0	7	11	6	6	0
Dangerous Goods Drivers Training	18	18	0	2	8	5	1	2
Electricity & Plumbing	129	129	0	55	42	20	12	0
Landscaping Gardening	60	58	2	5	21	23	11	0
Ref. and Air Conditioning	89	89	0	26	44	13	6	0
Tile Laying & Plastering	42	42	0	16	15	10	1	0
Welding	14	14	0	4	8	2	0	0
Woodwork & Spray Painting	9	9	0	6	2	0	1	0
Health & Safety	17	17	0	9	7	1	0	0
Foundation Course in Woodwork	44	44	0	13	12	7	12	0
Advanced Woodwork	20	20	0	7	10	1	2	0
Mechanical Engineering Principles	8	8	0	3	4	1	0	0
Coach Driver's Licence D	38	38	0	5	14	16	3	0
Rubble Wall Restoration	40	39	1	15	11	10	4	0
VRT Testing	17	17	0	12	4	0	1	0
Electrician Licence A	32	32	0	16	10	6	0	0
<b>Sub Total</b>	<b>612364</b>	<b>609</b>	<b>3</b>	<b>202</b>	<b>226</b>	<b>121</b>	<b>61</b>	<b>2</b>
<b>Malta (Business Management Series)</b>								
Managing People	37	20	17	11	18	7	1	0
Managing Finance	45	19	26	11	24	9	1	0
Managing Markets	8	5	3	1	3	4	0	0
Managing Operations	15	8	7	1	8	6	0	0
Negotiating Skills	27	24	3	9	12	5	1	0
Legal Aspects for SME's	17	10	7	4	7	6	0	0
Managing Time	4	4	0	1	2	1	0	0
Managing Change	9	4	5	0	5	4	0	0
Starting a Business	40	24	16	7	19	11	3	0



<b>Grand Total</b>	<b>5064</b>	<b>3550</b>	<b>1514</b>	<b>1788</b>	<b>1679</b>	<b>1040</b>	<b>531</b>	<b>26</b>
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Source: Employment & Training Corporation 2004

**Table 2: Profile of trainees attending ETC Training Programmes - Gozo**

October 2003 - September 2004

Type of Course	Total	Gender		Age Group				
		Men	Women	16-24	25-39	40-49	50-59	60+
<b>Gozo (IT Related Course)</b>								
ECDL – 7 Modules	69	25	44	43	22	4	0	0
Sage	9	5	4	6	2	0	1	0
ECDL 2,3 & 4	26	8	18	16	8	1	1	0
ECDL 7 Modules	3	1	2	1	2	0	0	0
<b>Sub Total</b>	<b>107</b>	<b>39</b>	<b>68</b>	<b>66</b>	<b>34</b>	<b>5</b>	<b>2</b>	<b>0</b>
<b>Gozo (Office Related)</b>								
Secretarial & Administration Diploma	15	4	11	14	1	0	0	0
Accounts	17	4	13	16	1	0	0	0
<b>Sub Total</b>	<b>32</b>	<b>8</b>	<b>24</b>	<b>30</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Gozo (Basic Skills Courses)</b>								
Core Skills	131	121	10	59	37	17	18	0
<b>Sub Total</b>	<b>131</b>	<b>121</b>	<b>10</b>	<b>59</b>	<b>37</b>	<b>17</b>	<b>18</b>	<b>0</b>
<b>Gozo (Other Courses)</b>								
Sales & Marketing	12	0	12	7	5	0	0	0
Customer Care (Public Transport Authority)	47	33	14	19	19	5	4	0
Private Guards (Refresher Course)	13	13	0	4	7	2	0	0
Food Handlers – B	275	149	126	87	81	62	39	6
Private Guards	10	10	0	6	3	1	0	0
Language Refresher – Spanish	9	0	9	9	0	0	0	0
<b>Sub Total</b>	<b>366</b>	<b>205</b>	<b>161</b>	<b>132</b>	<b>115</b>	<b>70</b>	<b>43</b>	<b>6</b>
<b>Gozo (Trade Courses)</b>								
Electricity & Plumbing	10	10	0	7	2	1	0	0
<b>Grand Total</b>	<b>646</b>	<b>383</b>	<b>263</b>	<b>294</b>	<b>190</b>	<b>93</b>	<b>63</b>	<b>6</b>

Source: Employment & Training Corporation 2004

## THE MINISTRY OF EDUCATION

### DEPARTMENT OF FURTHER STUDIES AND ADULT EDUCATION

The Department of Further Studies and Adult Education (DFSAE):

- aims to promote co-operation and co-ordination of services provided by the social partners and by state and non-state institutions in the development of further education and vocational training;

- strives to increase employability by promoting incentives and opportunities, as well as structures and systems, that support joint efforts and which address different interests needs and levels throughout the entire human span;
- responds to requests for assistance and advice from national and international agencies, authorities and the general public;
- is committed to further develop transparency tools, valorisation of skills and knowledge and other path ways which facilitate lifelong learning;
- promotes lifelong learning through educational broadcasting, distance learning and e-learning;
- promotes visual and performing arts education.

### ***Main Responsibilities***

The main responsibilities of the Department of Further Studies and Adult Education are to:

- organise staff development programmes specifically designed for teaching personnel in adult education;
- manage the schools of Art, Drama and Music in Malta and Gozo;
- manage and organise the Lifelong Learning Centre;
- organise the running of adult and evening courses in various centres in Malta and Gozo;
- organise, develop and support basic literacy initiatives;
- organise, manage and develop the Media Education and Broadcasting Centre comprising Education TV “Channel 22” as a lifelong learning tool;
- promote quality assurance in Further and in Vocational Education and Training (VET);
- promote and implement information tools and transparency instruments in vocational education and certification;
- administer the Malta Qualifications Recognition Information Centre (Malta QRIC);
- provide information and feedback and assist the E.U. Affairs Department and other departments and institutions, as well as representation abroad, in the fields of recognition of qualifications and vocational education and training;
- compile statistics and information concerning the Maltese education system, examinations, qualifications and post-compulsory education state and non-state institutions;
- process the recruitment and promotion of education grades;
- support, regulate and develop policies for non-state schools and tuition centres;
- ensure the adherence of non-state schools to the National Minimum Curriculum and Minimum Conditions.

The Department is made up of three branches, each headed by an Assistant Director of Education - Vocational Education and Programme Development Branch, Non-State Schools and Recruitment/Promotions Branch, and Adult Education and Educational Broadcasting Branch.

The Department of Further Studies and Adult Education has embarked on its quality programme and has concluded the first phase of re-organisation of its offices with the

aims of better utilising the available space, increasing efficiency and enhancing the quality of service.

### ***Vocational Education and Programme Development (VEPD) Branch***

This branch is responsible for the:

- administration of Malta Qualifications Recognition Information Centre (Malta QRIC);
- setting up of the National Consortium for Refernet and maintaining links with European Training Foundation;
- promotion and implementation of quality assurance and transparency in vocational education;
- Europass Framework;
- compilation and upgrading of information concerning the Maltese Education System, post compulsory education institutions and examinations;
- compilation of statistics;
- administration of the maintenance grants for students.

### ***Adult Education and Educational Broadcasting Branch***

The Adult Learning and Educational Broadcasting Branch is responsible for Evening Classes, Adult Literacy Courses, Lifelong Learning Centre, the Media Education and Broadcasting Centre (MEBC), the Schools of Art, the Schools of Music and the Schools of Drama in Malta and Gozo.

This branch aims to:

- provide learning opportunities to all those who would like to acquire and/or improve their skill and knowledge in the subject/s of their choice;
- support transition into a knowledge based society and economy through Information Technology courses;
- monitor learning opportunities offered to ensure relevance and quality;
- create a culture of life long learning.

The total number of learners attending evening and adult classes amounted to 7,653 (2,369 males and 5,284 females) in the last quarter of 2004. This registers a decrease of around 460 learners over the first three quarters of the year, due to the fact that a number of fields of study that were previously offered by the Division have been shifted over to other institutions. The department remains a major provider of lifelong learning despite the ever increasing number of competing providers.

## **THE MALTA COLLEGE OF ARTS SCIENCE & TECHNOLOGY**

The Malta College of Arts Science and Technology which was set up by law in the year 2000 aims at ensuring the existence of educational institutions accessible to all citizens, and establishing such scholastic facilities which the state may deem necessary to provide

those citizens with the opportunity to qualify in trades, skills, artisan or technical or commercial activities.

During the period under review the number of students following courses at MCAST has grown steadily on a yearly basis and there are now nine Institutes as follows:

- The Mechanical Engineering Institute
- The Electrical Engineering Institute
- The Electronic Engineering Institute
- The Building and Construction Engineering Institute
- The Information Technology and Communication Institute
- The Business and Commerce Institute
- The Arts and Design Institute
- The Maritime Institute
- The Community Services Institute
- The Agribusiness Institute

The tables below show the number of students attending full-time and part-time courses at MCAST by gender and institute.

Full-time Courses	October 2004		
	Males	Females	Total
Mechanical Engineering	345	11	356
Electrical & Electronics Engineering	547	17	564
Building & Construction	479	35	514
ICT	443	94	537
Business & Commerce	247	491	738
Art & Design	128	134	262
Maritime	19	3	22
Community Services	54	331	385
Agribusiness	44	9	53
Gozo	88	98	186
<b>Total</b>	<b>2394</b>	<b>1223</b>	<b>3617</b>

Source: MCAST

Part Time Courses					
Statistical Figures by Gender					
			Males	Females	Total
October 2002 - July 2003			1396	486	1882
October 2003 - July 2004			2076	487	2563
October 2004 - July 2005			2246	748	2994
October 2005 - July 2006			1674	605	2279

Source: MCAST

### STAFF DEVELOPMENT ORGANISATION

The Staff Development Organisation within the Office of the Prime Minister is responsible for the training of civil servants and its' principal aim is to institutionalise training as an integral part of management and human resources development policies within the Maltese Public Service.

From the figures in the table below one can conclude that this aim is being reached and every year the courses organised are heavily attended.

#### Staff Development Organisation – Courses Attendances

	2001	2002	2003	2004
Training Courses	5614	2831	3468	4110

Source: Staff Development Organisation

During the period under review the courses offered by S.D.O. have been re-structured under six headings as follows; Management Training, Language Training, Continuous Development, Departmental Training, E.U. Training, and I.T. Training. These courses cover a broad spectrum of areas aiming to keep public officers abreast of new management thinking and practices taking place today.

Furthermore during 2004 the French Government offered scholarships to three Maltese public officers who successfully attended programmes at the *École Nationale d'Administration*. The courses chosen were *The Diplomacy Profession, Europe and Globalisation* and *The Economic Role of the State*. And for the third year running the Irish Department of Foreign Affairs, through the Irish Institute of Public Administration, offered the EU acceding countries four EU-related training programmes in the areas of

*Structural Funds and Cohesion Fund, EU Competition Policy; Agriculture and the Environment; and Strategic Management.* Nine Maltese officers participated in these training courses.

S.D.O. also issues sponsorships for Diplomas and for Masters Degrees at the University of Malta for interested public officers who meet the established criteria to join these courses.

## ARTICLE – 15

### **The Right of Physically or Mentally Disabled Persons to Vocational Training, Rehabilitation and Social Resettlement**

The annual reports of the National Commission for Person with Disability for the period under review may be accessed at <http://www.knpd.org>.

Further to the information provided in the last report, the following submission is being made: -

#### **Paragraph 1 – Vocational training arrangements for disabled persons**

##### ***Supported Employment Scheme for Persons with Disabilities***

The aim of this project is to increase the successful participation of registered unemployed persons with disability in open employment. The scheme is intended to place 50 persons in gainful employment. The Employment and Training Corporation has adopted an impartial system to be used to identify those persons with disability who will participate in the scheme from all those who are currently registered unemployed. Persons with disability who are registered unemployed and who are currently receiving a disability pension will be given priority in being considered to participate in the scheme. Participation in the scheme is on a voluntary basis.

In order to provide this opportunity to a wide range of eligible persons, there are five categories within this scheme, which vary on level of assistance, time spent at the place of work and the allowance provided to the employer. The Supported Employment Scheme includes an individual assessment process and an individualised job match, as well as training, support and adaptation at the work site. Twelve participants have been placed on the scheme to date. Following participation in the scheme and integration in employment, monitoring and job coaching are provided.

##### ***Vocational Training Facilities***

The main objective of the Special Educational Needs Branch is to develop through education, a more inclusive society where persons have the opportunity to develop their skills and to participate in society to the fullest possible extent.

The National Support Centre for Special Educational Needs is the base for the following services:

- three Peripatetic Teachers for students with a visual impairment in mainstream schools;
- ten Early Intervention Peripatetic Teachers for children with special needs who are still of pre-school age or have started their school experience at kindergarten level;
- six Home Tuition Peripatetic Teachers for students who are absent from school on a long-term basis due to chronic illness or injury;
- two teachers for students who attend the Young People's Unit of Mount Carmel Hospital;

- Peripatetic Teachers for the teaching of the Creative Arts (three teachers for music, one teacher for drama, three teachers for arts and crafts) to students attending the Special Schools and the Craft Centre;
- two Peripatetic Teachers for the teaching of PE and Sports to students attending the Special Schools and the Craft Centre;
- one teacher and five Kindergarten Assistants working in the Children's Wards of Karen Grech Hospital;
- one Peripatetic Teacher (*transition programme organiser*) in charge of the transition programme for students moving from the special schools to the adult training centres. Special schools.

The Special Educational Needs Branch is responsible for the running of five special schools in Malta. The branch is also responsible for the running of a Craft Centre. The transition programme run with the support of the Employment and Training Corporation provides work experience for students with intellectual disabilities seeking employment. Twenty students took part in this year's transition programme.

The Assistant Director of Education for Special Educational Needs had regular meetings with the Heads of Special Schools to instill an atmosphere of teamwork within the branch and held a number of meetings with representatives from various associations involved with persons with disability. The Assistant Director of Education, in conjunction with the Operations Department, organised two intensive induction courses for supply kindergarten assistants. Over 150 newly employed supply kindergarten assistants participated in a three-day course.

Two out of these five special schools actively taking part in the EU Comenius School Development Projects together with various European partner schools.

### ***National Commission Persons with Disability***

The total number of disabled persons registered in the National Register of Disabled Persons maintained by the National Commission Persons with Disability (NCPD) is 9063. Whereas, if one uses the World Health Organisation's approximation that 1:10 of the population of a developed country is disabled, then the estimated total figure of disabled persons in Malta is 40,000. Registration with NCPD is on a purely voluntary basis.

The proportion of disabled people of working age registered with NCPD is between 45 - 55%. The number of people of working age registered with NCPD is 4584.



## Complaints raised with the Commission

<b>Complaints</b>	<b>2000/01</b>	<b>2001/02</b>	<b>2002/03</b>	<b>2003/04</b>
Employment	13	9	11	6
Education	10	5	21	7
Access	48	38	16	9
Goods & Services	18	10	10	5
Housing	1	1	4	1
Insurance	2	0	2	4
<b>Total</b>	<b>92</b>	<b>63</b>	<b>64</b>	<b>32</b>

Source: Commission Persons with Disability

The main complaint with regards to education was in order for the Educational Authorities to provide the necessary educational support so that the student with disability can follow the curriculum. A number of complaints in this area related to special arrangements needed by students because of their disability during exams. None regarded vocational training.

The main complaint was because of dismissal. Most of them were either solved through mediation by the Commission or were deemed that the complaint was not justified. Two were settled by the Industrial Tribunal, one in favour of the disabled employee who was granted a financial compensation.

There is no case law in this area up till now.

In our opinion, the law covers vocational education.

- (b) Persons with disability are asked to register with the Commission in order to have a special identity card which will make them eligible for certain benefits or is a pre requisite to certain benefits. The main benefits for SID holders are
- i) priority services in a number of Government entities;
  - ii) free or reduce entrance fee to certain services such as the use of swimming pools, ferry from Malta to Gozo, etc. (more info can be obtained from KNPD's website [www.knpd.org](http://www.knpd.org))

This card is a pre requisite to benefit for

- i) the Blue Badge
- ii) reserved Parking in front of the disabled person's residence
- iii) housing benefits.

Persons are asked to register with the Employment and Training Corporation for the purpose of establishing the quota system as envisaged in the Employment (Disabled Persons) Act.

- (c) No steps has been taken or envisaged to change the defination of disability. The reason is that there is no consensus yet for a defination which is accepted by the majority of countries. In fact, this discussion is still on going especially with regards to the UN International Convention on the Rights of Persons with Disabilities.
- (d) The Commission does not have any statistic re the employment of persons with disability.

The Commission is pleased to note that as a result of the EOA, the Maltese Government has changed its recruitment and promotion procedure in order to ensure that reasonable accommodation is granted to persons with disability. In fact every call for application has an article in this sense.

With regards to sheltered employment, there is none in Malta.

- (e) With regards to the specific questions listed in the end, these are our comments:
  - (e) The Commission will provide guidance to any employer who ask for assistance to identify its obligation of reasonable accommodation.

## **Paragraph 2 – Placement arrangements for disabled Persons**

### **Questions raised by the Committee in its last conclusions**

*As regards the Equal Opportunities (Persons with Disabilities) Act 2000 the Committee has a number of specific questions on the Act and its operation:*

*– Will guidance be given to employers to assist them to identify when the obligation of ‘reasonable accommodation’ arises (Section 7 (1)(d) and when such accommodation would ‘unduly prejudice ‘ the trade or business (Section 7 (4))?*

The National Commission Persons with Disability understood this question to be a practical one i.e. how can job training (when the trainee is a disabled person) cause undue prejudice to the trade or business of an employer, or prospective employer, such that the employer would be justified in refusing accommodation. If this is a correct interpretation of the question the only situation we could imagine is when the business is a small one and the training involves travel abroad and the employee requires to be accompanied by an assistant or interpreter.

*– Does Section 7 (2) (b) means that an employer bears vicarious liability for independent contractors?*

It is difficult to imagine how the principle of vicarious liability can be applied in the context of disability discrimination. Also, it is difficult to really link the question with the section to which it refers.

The classic case of vicarious liability in the field of employment is when the employer is held liable for damages resulting from the negligent acts of his employees vis-à-vis third parties.

A person (employer or not) may be held liable for the negligent acts of others in a scenario of subcontracting. But in this instance any disability discrimination by the subcontractor vis-à-vis his employees cannot be imputed to the person who originally subcontracted.

For example: A contracts with B for the carrying out of a particular task. If in the carrying out of that task B causes damages to third parties A may be held liable vis-à-vis the third parties. If however B, in carrying out the contract, discriminates against his own employees it is only B who may be held liable under the Equal Opportunities (Persons with Disability) Act (EOA).

*– Family members appear not to be protected from disability discrimination in employment; is this the case?*

Family members are not covered i.e. there is no redress under the EOA for discrimination suffered by an employee on account of the disability of other members of his family.

Title 1 of Part III which deals with employment refers to discrimination against “qualified persons with disability”. This term is defined in Section 2 of the Act as a person of employable age who with or without accommodation can perform the essential functions of an employment position. Consequently it is only when persons with disability themselves are discriminated against that redress can be sought under Title 1 of Part III.

There are two exceptions to this rule which however do not really refer to employment as such but to membership in Trade unions and acquiring the services of employment agencies (refer sections 9 and 10). In these sections the law refers to discrimination on the basis of the disability of the person concerned himself or that of a member of his family.

*– Is genetic testing covered by Section 8?*

The term used in Section 8 is medical examinations. Although this term is not defined in the EOA it is quite a loose term and may be subject to wide interpretation and would probably be interpreted by the Courts as including genetic testing.

*– What will be the effects of the Act on collective agreements which are in conflict with it?*

The EOA does not mention collective agreements but these are mentioned in the Employment and Industrial Relations Act (EIRA). This provides (in Section 42) that any

conditions less favourable than those of that Act itself will be deemed to be substituted by the more favourable conditions of the Act.

EIRA specifies that there can be no discriminatory treatment (even on the basis of disability) consequently any condition included in a collective agreement which is less favourable to a person with disability than any condition as emerging from the EIRA will be deemed to be substituted by the conditions provided for in the EIRA.

Although collective agreements as such are not mentioned in the EOA the relevant sections dealing with employment may be interpreted to refer also to collective agreements since it is provided that no employer shall discriminate on the grounds of disability in regard to terms conditions and privileges related to employment. It is also provided that an employer may not participate in any contract, arrangement or relationship which has the effect of subjecting a disabled person to discrimination.

*– As regards the membership of the National Commission on Disability, are the members from the governmental departments representing their department?*

The EOA actually refers to Ministries not departments. In any case although the members are appointed from amongst persons who best represent the listed ministries, on their appointment they should not act as representatives of that ministries but owe their allegiance to the Commission, i.e., they are there not to act in the interest of their ministry but in the interest of the Commission.

*– What is the ‘appropriate legal action’ that the Commission may take under Section 33 (1) (c)?*

This section, read in conjunction with the Regulations 13/2001 and 3/2002 refers to two types of proceedings which the Commission may take:

- A lawsuit to have the Court declare that there has been a violation of the Act and to have the Court order remedial action;
- An application to have the Court order any person to submit written information required in the course of any investigation being carried out by the Commission.

*– What is the role of the courts in enforcing the Act? Can the courts mandate a particular ‘reasonable accommodation’?*

The Courts have the duty of disposing of all requests put to them; consequently if they are so required by the person filing the lawsuit they may order specific remedial action.

*– What powers do the courts have by way of remedies? Can they award punitive damages?*

Under Maltese Law the general principle is that courts may only award material damages suffered; there is an exception in the E.O.A in that moral damages (maximum Lm200) may be awarded.

Consequently if an action is filed by the disabled person himself and the action filed includes also a request for damages, the court may order payment of material damages suffered as well as moral damages (up to a maximum of Lm200).

## EMPLOYMENT AND TRAINING CORPORATION

### ANNUAL REPORT 2000 – 2001

#### 1.0 Overview of the Maltese labour market

The gainfully occupied population saw an increase of 488 persons between July 2000 and July 2001. It stood at 137,615 persons in July 2001, (table 1.1). This represents a 12.8% increase between December 1990 and July 2001.

**Table 1.1: Gainfully occupied population in the Maltese Islands**

Year	Dec 1990	Dec 1991	Dec 1992	Dec 1993	Dec 1994	Dec 1995	Dec 1996	Dec 1997	Dec 1998	Dec 1999	Dec 2000	Jul 2001
<b>Full time gainfully occupied</b>	122,023	124,179	125,982	125,463	127,668	131,950	133,195	132,943	133,024	134,001	136,117	137,615
<b>Employment index Base Year 1990 (%)</b>	100.0	101.8	103.2	102.8	104.6	108.1	109.2	109.0	109.0	109.8	111.6	112.8

Source: ETC Labour Market Research Statistics

The distribution of the labour market is shown in Table 1.2 below. The labour force is distributed with 64.5% in the private sector and 35.5% in the public sector. In the private sector 30.3% are women and 69.7% are men, whereas in the public sector 26.6% are women and 73.4% are men.

**Table 1.2: Distribution of labour market in the Maltese Islands.**

Segment – Private Sector	Women	Men	Total
Direct Production	9,788	28,191	37,979
Market Services	17,079	32,904	49,983
<b>NON-MARKET SERVICES</b>	0	0	0
Temporary Employed	80	782	862

Segment – Public Sector	Women	Men	Total
Direct Production	140	2825	2965
Market Services	2,868	10,317	13,185
Non-market services	9,952	22,333	32,285
Temporary Employed	38	318	356

Source: ETC Labour Market Research Statistics- July 2001

The number of job seekers registering under the Part 1 unemployment register in September 2001 stood at 6,215. A further 769 were registering on the Part 2 Register. Both registers include 82.6% men and 17.4% registered women. The level of unemployment has gone down from 6,594 in September 2000 to 6,215 in September

2001. This represents a percentage decrease of 6.1%, in the number of registrants, as can be seen in table 1.3.

**Table 1.3: Unemployment figures (Part I) between 1997 to 2001.**

	Sep-97	Sep-98	Sep-99	Sep-00	Sep-01
<b>Gender</b>					
Males	5,805	6,131	6,776	5,640	5,166
Females	1,096	1,053	1,235	954	1,044
<b>Total</b>	<b>6,901</b>	<b>7,184</b>	<b>8,011</b>	<b>6,594</b>	<b>6,215</b>

Source: ETC Labour Market Research Statistics-2001.

A study of unemployment by age groups (table 1.4) shows that there has been a decrease in all segments when compared with last year's figures as well as those in previous years. The 40-49 years segment had the largest decrease of 10.3% compared to last year. This was followed by an almost equivalent percentage drop for persons in the 30-39 age bracket. The number of registered unemployed persons who are 50 years and over decreased by 4.6%. A decrease was also noted for persons in the 16-29 age bracket.

**Table 1.4: Unemployment figures (Part I) by age group between 1997 to 2001.**

	Sep-97	Sep-98	Sep-99	Sep-00	Sep-01
<b>Age Group</b>					
16 - 19 years	1,185	1,109	1,329	964	970
20 - 29 years	1,688	1,726	1,911	1,572	1,544
30 - 39 years	1,622	1,628	1,741	1,383	1,242
40 - 49 years	1,565	1,777	1,917	1,636	1,468
50 years & over	841	944	1,113	1,039	991
<b>Total</b>	<b>6,901</b>	<b>7,184</b>	<b>8,011</b>	<b>6,594</b>	<b>6,215</b>

Source: ETC Labour Market Research Statistics-2001.

The number of persons who have been registering for more than one year and are thus considered as long-term unemployed has reduced drastically by 18.3% from last year (table 1.5).

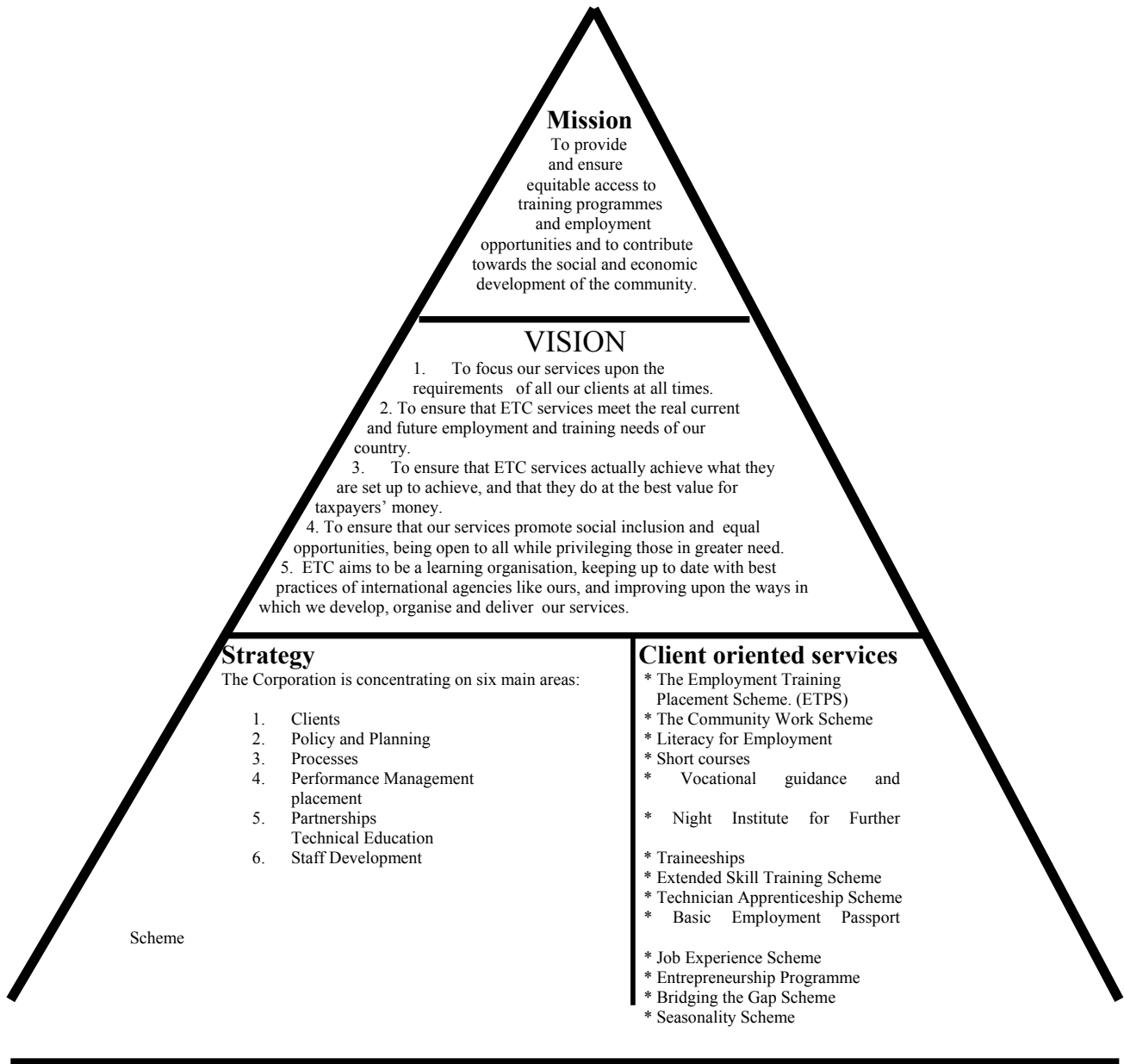
**Table 1.5: Unemployment figures (Part I) by duration.**

	Sep-97	Sep-98	Sep-99	Sep-00	Sep-01
<b>Weeks</b>					
0 - 8 weeks	1,061	1,281	1,454	1,083	1,173
9 - 16 weeks	1,004	818	958	636	668
17 - 24 weeks	533	491	565	359	429
25 - 52 weeks	1,430	1,276	1,267	910	1,000
53 weeks & Over	2,873	3,318	3,767	3,606	2,945
<b>Total</b>	<b>6,901</b>	<b>7,184</b>	<b>8,011</b>	<b>6,594</b>	<b>6,215</b>

Source: ETC Labour Market Research statistics.

## 2.0 ETC's vision and its implementation

*In 1990 ETC was established under the Employment and Training Services Act. The aim of setting up this Corporation was and still is to provide and develop a national public employment service with the objective to match job seekers with job vacancies. In order to promote employability and meet the local demand for labour, the Employment and Training Corporation also provides training courses to meet the needs of its clients. The Employment and Training Corporation also monitors and analyses labour market trends within the Maltese Islands. The Corporation's mission, vision, strategy and tactics are encapsulated in the framework below.*





### **3.0 A strategic drive towards quality service**

Organisational change started with a strategic organisational diagnosis in the year 2000 spearheaded by the FAS consultancy and included ETC actively listening and comprehending clients' needs and those of other stakeholders. This resulted in the design and implementation of new services that complemented existing ones, leading towards a more client-oriented ETC. An awareness campaign was put underway to disseminate ETC's new vision, strategy and services among all stakeholders. Changes were required in both operational processes and more gradually the ETC culture itself. The next step will be to initiate competitive benchmarking with organisations providing similar services in Europe

The Corporation's main thrust this financial year has been focused on identifying the specific needs of each client group, to design programmes and schemes that meet those specific needs, and to gear operations towards the satisfaction of those needs. Efforts are also underway to render our mainstream operations accessible to all. The period under review refers to the implementation of actions mentioned in the Business Plan 2001-2003. The recommendations given to the Corporation by the Irish FAS Consultants were heeded, to the clients' ultimate benefit. The recommendations that were utilised by the Corporation's management include:

- a) The development of a performance management culture with quantifiable objectives, performance and policy indicators, continuous monitoring and evaluation of services.
- b) The strengthening of ETC's expertise in client profiling and career guidance through the adoption of a case management system.
- c) The gradual devolution of services previously offered from Hal Far to regional job centres.
- d) The development of new and revamped training programmes and traineeships, that is delivered directly by ETC or in partnership with other organisations. ETC is continuously monitoring and assessing potential areas of skills shortages and co-operating with other institutions in understanding and addressing those needs.
- e) The setting up of a new section within the Corporation's structure that will strategically focus on the needs of persons with disabilities and other disadvantaged clients. ETC has developed new programmes to assist disadvantaged clients to integrate in the labour market.
- f) The introduction of a system that permits the dissemination of labour market information among ETC's various operational divisions to enable them to effectively monitor labour market trends.
- g) The inclusion of social partners in the development of employment and vocational training schemes. The training programmes within ETC have been given a thorough face-lift in order to cater for industry needs and to make them more attractive for its clients. This will ultimately improve throughout from ETC programmes in the medium-term and in the long-term and will contribute to the continuous upgrading of the skills of its clients, and thus play an active part in a changing labour market.
- h) The early and active engagement with the young unemployed through placement in a training programme to ensure a smooth transition from the school to the working environment.
- i) The commitment and active contribution to the development of a national framework for the award of national vocational qualifications.
- j) The provision of certain ETC services on the internet through extensive development of its website. This permits job matching and exchange of information with employers on the internet.

- k) Further development of co-operation agreements with NGO's which can provide specialised services to our clients.
- l) Introduction of ETC Research Programme closely related to priorities indicated in the employment policies through the Joint Assessment Paper.

#### 4.0 Serving our clients better through more services

During the year under review, there has been a major strategic drive to satisfy clients' needs through the introduction of new schemes and the re-design of others. The organic growth of ETC in the form of new services strengthens the roots of the Corporation in building a solid foundation for the future.

<b>Existing services</b>
<ul style="list-style-type: none"> <li>✓ Placement</li> <li>✓ Job coaching</li> <li>✓ Training Grants</li> <li>✓ Short Courses</li> <li>✓ Apprenticeship Schemes</li> <li>✓ Bridging the Gap Scheme</li> <li>✓ Labour market Information</li> <li>✓ Extended skills training Scheme</li> <li>✓ Career guidance and counselling</li> <li>✓ Employment &amp; Training Placement scheme-Disabled</li> </ul>

<b>New services Introduced in 2000-2001 at the Employment &amp; Training Corporation</b>
<ul style="list-style-type: none"> <li>✓ <b>Employment Training Placement Scheme Over 40s</b></li> <li>✓ <b>Seasonality scheme</b></li> <li>✓ <b>Entrepreneurship Programme</b></li> <li>✓ <b>Job Experience Scheme</b></li> <li>✓ <b>Job Plan</b></li> <li>✓ <b>Community Work Scheme</b></li> <li>✓ <b>Supported Employment Scheme</b></li> <li>✓ <b>Literacy for Employment programme</b></li> <li>✓ <b>Job Matching on the Internet</b></li> <li>✓ <b>Youth Outreach Programme</b></li> <li>✓ <b>Basic Employment Passport Scheme</b></li>   <li>✓ <b>Advanced IT Courses:</b> Windows 2000, JAVA Script, JAVA Programming, HTML Programming, XML Programming, e-commerce for business people, Visual Inderdev &amp; ASP.</li>   <li>✓ <b>NIFTE Courses:</b> Middle Management for Technical People, Warehousing, Distribution &amp; Retail Management, Materials Manufacturing Management, Electric Motor Maintenance Course, Accounts for small businesses, Train the trainer course.</li>   <li>✓ <b>Traineeships:</b> Computer Programming, Networking and systems administration, Commercial Diving, Industrial Cleaning, Room attendance, Steel Fixing/Form work erection.</li> </ul>

#### **4.1 Identification of target groups**

The Corporation has classified clients sharing common characteristics in groups for better targeting of its new and current services. The groups are:

- \* Youths of age
- \* Long Term Unemployed Disabled Persons
- \* Apprentices and trainees
- \* Job seekers who are not registered
- \* Women and ex-convicts
- \* Job seekers lacking basic literacy and numeracy
- \* Persons in employment willing to upgrade their skills
- \* Clients registering on Part 1 that do not fall under any of the above mentioned classification.
- \* Persons over 40 years
- \* Registered
- \* Employers
- \* IT illiterate workers
- \* Ex-substance abusers

A case management system was implemented to create a personalised and more efficient service. Each employment adviser is allocated a caseload of registered job seekers. The advisor will be responsible for their profiling, vocational guidance and referral to job opportunities. One of the primary advantages of this new system is that the employment advisor can build a rapport with both the clients and the employers residing or located within his/her area. By creating a link with the employers falling in his/her area, the employment advisor will be better able to match job seekers with job vacancies.

#### **4.2 Youths**

During this financial year, 763 unemployed youths were placed in jobs through ETC's intervention. With the intention of assisting school leavers and unemployed youths to enter the labour market, ETC launched the Job Experience Scheme (JES) and the Basic Employment Passport Scheme (BEP).

##### **Job Start Youth Initiative**

This initiative is aimed at unemployed youths aged between 16 and 24 years to enable them to integrate in the labour market in the shortest time possible. Between October 2000 and September 2001, 834 job plans were drawn up for unemployed youths. Every 4 weeks the client meets the Employment Adviser to discuss career choices and the difficulties that may be encountered. He/she is registered to engage in active job search even by visiting Job Centres. The client is referred to training if work is not found. Should the client remain unemployed he/she is placed on the Job Experience Scheme. The number of youths that participated in the Job Start Youth Initiative was 359, which is 19.7% higher than the actual target.

##### **The Job Experience Scheme**

ETC launched the Job Experience Scheme in April 2001, whose objective is to expose the new entrants to the realities of the labour market and to improve the young persons' employability by offering in-house training and work experience with a view to effective

integration into the labour market. This scheme is aimed at those aged 16 and over with no work experience. The registrants are attached to an organization for a maximum duration of thirteen weeks based on a twenty-hour week. The Employment and Training Corporation pays clients an allowance to cover their transport costs. Employers participating in the Job Experience Scheme (JES) are not asked to pay a wage to the ETC trainees. 73 clients have up till now participated in this scheme.

### **The Basic passport Scheme**

The Basic Employment Passport Scheme, which started in July 2001, is aimed at providing basic employment skills to young school leavers who are emerging from the educational system with little or no skills and qualifications, academic or otherwise. The scheme targets participants who lack the basic skills to take part in programmes which give them some form of vocational qualification. For the same reason they are difficult to place in gainful occupation. Those who find employment are unable to cope with the changes brought about with the scientific and technological developments and are constantly threatened with redundancy.

The Basic Employment Passport Scheme includes a basic skills programme, based on the recommendations made in the Memorandum on Lifelong Learning of the European Commission. The memorandum defines basic skills as those required for active participation in the knowledge society, the economy and in the labour market. The programme includes training in applied literacy and numeracy, basic IT skills, technology education and a number of modules in social skills. The trainers adopt the trainee-centred approach in their sessions to make trainees aware of their strengths and identify areas for improvement.

During this 12-week BEP programme, 192 males and 100 females (292 in all) were trained by 32 third year University of Malta students and technology teachers. The clients were trained in the Hal Far and Naxxar Centres and received a weekly Lm10 allowance. At the end of the scheme, youths were addressed towards other ETC courses, traineeships or schemes.

### **Youth Outreach Programme**

The Youth Outreach Programme was introduced in April 2000 in the Cottonera area. The ETC in collaboration with *Appogg* initiated a campaign to involve the Cottonera youth job seekers in an active and efficient job search exercise. In July of this year this programme was extended to Zejtun with the collaboration of the Zejtun Local Council. Job club meetings are held twice a week for a two-hour session for a period of six weeks. In these sessions essential life skills are taught such as teamwork, writing, telephone skills, job searching among other skills. ETC provides members with all resources needed to carry out job searching exercises free of charge. Of the 31 youths attending in the Zejtun and Cottonera areas, 13 found a job. This initiative will in the future be extended to Valletta and Qormi.

### **4.3 The unemployed aged forty and over**

The registered unemployed over 40 years of age represent 39.6% of the total Part 1 registered unemployed at end September 2001. 199 unemployed persons over 40 years of

age were placed directly in jobs. Two new schemes were used to assist the over 40s to find employment.

The **Employment Training Placement Scheme (ETPS)** was extended to cover registered unemployed persons aged 40 and over. Employers are assisted to provide employment and training to these persons. ETC subsidises fifty per cent of the minimum wage for a maximum period of twelve months paid by private employers who recruit unemployed persons requiring training. 32 clients benefited from this scheme during the period under review.

The **Community Work Scheme** started operating in July 2001. It provides an opportunity to the long-term unemployed and other disadvantaged groups to resume a work routine and to develop and enhance their skills. For a project to be considered eligible for selection it must respond to an identified community need and provide development for participants. Projects which are politically or commercially oriented, involve a substantial trading element, enhance private property or result in private gain, are not eligible. The maximum duration of each participant's attachment to a project is fifty-two weeks. The wage cost of the participant is shared between the ETC and the sponsoring organisation. It is intended that this scheme will provide an opportunity to 100 clients at any one time during its operation. Sponsoring organisations can be NGOs and local councils. The 24 projects approved this year offer a job opportunity to 54 persons. A detailed report about the unemployed aged 40 and over is currently being compiled by ETC. It will propose new initiatives.

New **traineeships** with a minimum duration of 13 weeks and a maximum duration of 12 months were launched by ETC this year. Traineeships are made of off-the-job training and workplace experience. Clients are paid at least the minimum wage by their employer and ETC subsidises 25% of this wage. In a case of an unemployed aged 40 and over the subsidy is raised to 40%. Nine persons in this age group are following a traineeship.

ETC was also involved in the drafting of the **Business Promotion Act (BPA)**. On the advice of ETC, the Business Promotion Act provides for incentives to those employers who employ persons 40 years of age and over, persons with disability, and persons who have been registering for more than two years. These incentives are in addition to existing training grants paid according to the provisions of the Industrial Development Act and which now have now been included in the Business Promotion Act.

#### **4.4 The registered long-term unemployed**

ETC considers persons who have been registering for more than a year as Long Term Unemployed (LTU). These clients are eligible for the Employment Training Placement Scheme and the Community Work Scheme. 384 long-term unemployed persons were trained through ETC mainstream courses; a further 12 started a traineeship. 138 such persons were placed in employment. 48 of these 138 were joined the Employment Training Placement Scheme and the Community Work Scheme.

#### **4.5 The illiterate unemployed**

A new programme to assist illiterate unemployed, 'Literacy for Employment', was launched this year. A pilot programme in Applied Literacy and Numeracy skills was

organised in partnership with the Institute Paolo Freire of Zejtun and the Literacy Unit of the Faculty of Education of the University of Malta. Similar programmes were also held at the ETC Head Office in Hal Far and in various localities, with the collaboration of local councils. In the coming months the Corporation intends to hold similar programmes at various workplaces. 98 clients (94 registrants and 4 non-registrants), took part in these courses. The ratio of facilitators to learners is kept at 1:5 to facilitate interaction. At Zejtun this ratio is 1:1.

#### **4.6 Women**

998 women were placed in employment through ETC's efforts during the year under review and 1448 females attended ETC mainstream courses. Most of them attended IT, caring and office skills related courses. Other initiatives for women are described below.

##### **Empowerment Skills Course**

The Empowerment Skills Course is aimed at those females who wish to return to the labour market. The 60-hour intensive course enables participants to learn how to conduct job search and self assessment and look for job opportunities in the labour market. There six of such courses attended by 84 clients. 50% of the clients were aged 40 to 49.

##### **Agreement with National Council of Women**

ETC negotiated a co-operation agreement with the National Council of Women. This agreement will enable the Corporation to use the Council's premises at Blata l-Bajda to set up a computer training centre for women seeking computer skills.

##### **Minus One agreement**

Following a meeting with members of Minus One, the Corporation reached an agreement with this voluntary organisation for young widows/widowers so that training in computer skills and other similar to that being delivered as part of the Empowerment Skills course be extended to the members of this organisation. Two groups of 10 clients each are to take part in this course.

##### **Participation in the Child Care Task Force and Childcare courses**

ETC participated in meetings of the *Child Care Task Force*. The scope of this Task Force is to analyse the existing childcare services in Malta and to make recommendations. ETC's proposals were included in the Task Force Report. ETC organised two courses for child carers of children aged three or less. This course was organised twice and 49 clients participated. 43% of the clients were in the 40-49 age group.

##### **Equality at the workplace**

Since women's employment rate in Malta is low compared to other countries, ETC felt the need to draw up an Action Plan for Gender Equality in Employment and Training. ETC will introduce new measures to encourage more women to enter the labour market.

#### **4.7 Persons with disability (Bridging the Gap)**

Bridging the Gap, launched in 1993 as the 'On-Line Scheme', aims to provide personalised training at the workplace to clients with special needs. Up to September 30, 2001, a weekly allowance of Lm30 was paid to the client for a maximum period of one year but this was raised to Lm35 on October 1, 2001, so that more persons with special needs can integrate in the working society. The employer does not incur wage costs. 18 persons with disability, 12 ex-substance abusers, four former residents of correctional facilities and three persons considered as having social problems benefited from this scheme.

#### **Implementation of the employment of persons with disability law**

ETC developed a new strategy to implement the law concerning the employment of persons with disability. As a priority, the Corporation is targeting employing organisations with more than 50 employees. In cases where 2% of the workforce is not made up of persons with disability, ETC investigates and makes the necessary arrangements so that the law is observed. Only as a last resort legal action will be taken against employers who persistently defy the law.

#### **Supported Employment Scheme**

ETC will soon launch the Supported Employment Scheme to cater for severely disabled clients. The new scheme envisages the setting up of a multidisciplinary team to examine the level of the clients' disability and thus ETC identifies the type and extent of help the client needs. The Corporation may finance partially the services of a job coach on a temporary or permanent basis. It may also provide financial aid to the employers to entice them to employ persons from this client group. This scheme is waiting for government approval.

#### **Co-operation with other groups**

ETC co-operation agreements with the Eden Foundation, the Richmond Foundation and the Arka Foundation of Gozo have increased the prospects of disadvantaged clients to find work. These agreements have helped to train a larger number of disadvantaged clients and attain job placements. Between October 2000 and September 2001, 48 clients with disability were trained and 47 persons were placed in jobs. Another 22 were placed on employment/training schemes.

#### **4.8 Supported Employment**

Between January 2001 and September 2001, the Supported Employment Unit placed 59 clients in employment and 42 others on various schemes. The Supported Employment Unit provides services to persons with disability, ex-substance abusers, former inmates of correctional facilities and persons having particular social problems.

### **Ex-substance abusers**

ETC developed close collaboration with Caritas, Sedqa, Oasi and Appogg, agencies which offer services to ex-substance abusers. 42 clients who were drug and alcohol abusers have been trained and 15 of these are now in gainful employment. Five other clients with particular social problems have also been placed.

### **Correctional facilities clients**

ETC also offers services to inmates of correctional facilities and who are in the last phase of their sentence. These clients are advised about job opportunities as well as training so that adequate employment is found. Four former inmates of correctional facilities were job placed jobs and seven were trained.

### **4.9 Persons interested in starting their own business**

*INT - Ibda Negozju Tieghek*, an entrepreneurship programme was launched towards the end of the financial year. The programme provides training and financial assistance to persons interested in starting their own business. The primary client groups are job seekers who are interested in starting their own business, university graduates and vocational training graduates. The Entrepreneurship Programme is divided into three phases, which also includes a mentoring service:

- (i) Pre-start-up phase focuses on personality skills, IT literacy, and basic entrepreneurial skills,
- (ii) Start-up phase focuses on identifying business opportunities, work-study principles, industrial safety, organising production/service delivery, marketing and sales, risk taking, managing money, costing and stock management and business legal aspects and
- (iii) After start-up phase helps the client to start his/her own business together with more in-depth business and entrepreneurship skills, training and on-going mentoring/consultancy service.

Financial aid is provided to clients of this programme. Unemployed persons are given either a one-time Enterprise Grant of Lm1000 or an Enterprise Allowance of Lm40 per week for 6 months. Mentoring service is also provided. A mentor, a person with experience in this field able to guide the client through each phase, is be assigned to each participant.

### **4.10 Gozitan workforce**

In collaboration with the Ministry for Gozo and the Institute of Tourism Studies, Gozo ETC introduced the **Seasonality Scheme**. The scheme caters for the particular needs of the Gozo labour market in the lean tourism period of the winter months. Persons working in the hospitality industry in Gozo undergo a four and a half month training attachment in a major hotel chain in the UK during the lean months. The **Seasonality Scheme** was designed following extensive consultation with hotel and restaurant operators in Gozo. 17 applicants joined this scheme.



A stand-alone research initiative, **Strategy for Gozo**, aims to assist ETC in understanding the context, and in developing the focus, for its operations in Gozo. After a call for quotations, the project was awarded to Professor Lino Briguglio and Messrs Manwel Debono and Kenneth Camilleri. This project started in August 2001 and is expected to run until March 2002. The specific outputs of the project include the following:

- Analysis of the strengths and weaknesses, opportunities and threats concerning human resources in Gozo.
- Analysis of labour market policy in Gozo in terms of the four pillars of the EU Employment Strategy, and recommendations as to how action under these pillars may be strengthened.
- Analysis of the relevance and effectiveness of current ETC programmes and schemes to the Gozitan labour market; recommendations as to how these may be made more relevant and effective, and as to which new programmes and schemes may be introduced; and detailed operations of same.
- Design of innovative and sustainable employment opportunities in Gozo, together with identification of the relevant programmes and funds available at EU level that can be utilised in this regard.

The level of unemployment in Gozo has stabilised around the 400 mark, with the lowest figure of 370 registered in February 2001, (table 4.5). In Gozo, ETC has focused on long-term unemployed registrants where individual job plans are being drawn up and any abuses investigated.

**Table 4.5: Unemployment figures in Gozo between 1997 to 2001**

	Sep-97	Sep-98	Sep-99	Sep-00	Sep-01
Gender					
Men	489	468	381	326	350
Women	133	111	62	70	46
<b>Total</b>	<b>622</b>	<b>579</b>	<b>443</b>	<b>396</b>	<b>396</b>

Source: ETC Operations in Gozo - October 2000- September 2001.

#### 4.11 Apprenticeships

The Employment and Training Corporation is responsible for the management and administration of the national apprenticeship schemes. The schemes are based on the dual system with on-the job training at an employer establishment and off-the-job theoretical tuition at an educational establishment. Twelve apprenticeship callings were offered under the Technician Apprenticeship Scheme (TAS) and a further 28 were available under the Extended Skill Training Scheme, (ESTS).

During the current operational year 614 apprentices started an apprenticeship under the Extended Skills Training Scheme (306) or the Technician Apprenticeship Scheme (308). The participation rate in both schemes is on the increase, the reason being the intensive promotional campaigns in secondary and trade schools for students, participation in the

Careers Convention and the Machinery and Tools Fair together with advertising in the local media. At end September 2001 there were 1452 youths following an apprenticeship.

A concerted effort was undertaken by ETC staff to place apprentices with an employer for the purpose of on-the-job training. During this year 413 apprentices were assisted to find and secure a training placement with an employer who will provide adequate practical training related to the calling they are following.

To ensure that the apprentices were receiving quality training more than 1,102 monitoring visits were carried out by the Corporation's training executives. Visits were held both at the educational institutions and at employers' establishments.

During this forthcoming year the Malta College of Arts, Science and Technology will take over the delivery of a number of programmes previously organised by the Education Division. For this purpose, meetings were organised with senior officials from MCAST to discuss the transition and establish new working practices and clarify areas of responsibility.

In an effort to increase the number and type of callings available under apprenticeship schemes, Corporation officials held meetings with a number of educational institutions. To this effect a meeting was held with the Institute of Health Care (IHC) to include an apprenticeship in caring and with the Institute of Tourism Studies (ITS) to add another scheme aimed for the tourism sector.

#### **4.12 *Traineeships***

During this year ETC launched new traineeships, a combination of off-the-job and on-the-job training to ETC clients. Traineeships' duration varies but normally it is a year long. Traineeships have taken some time to catch on, especially with employers, but communication between ETC and employers, is being intensified. Traineeships are run in conjunction with employers who benefit from a 25% wage subsidy for the duration of the training programme. Training expenses are also paid by ETC.

Traineeships were introduced in the following areas:

- ✓ Room Attending
- ✓ Slaughtering and Deboning
- ✓ Computer Programming and other IT skills
- ✓ Commercial Diving
- ✓ Commercial Cleaning
- ✓ Steel Fixing and Form-working
- ✓ Security Guards

The Corporation intends to extend the traineeship scheme to other competences. In the period under review, ETC placed 81 traineeship clients with 28 employers. The introduction of the IT traineeship incorporating the NCC diploma and the commercial diving traineeship were much welcomed by a good number of clients, mostly youths aged under twenty-five.

ETC interviewed and assessed all those persons registering for jobs in the building industry. This major exercise was carried out jointly with the Federation of Building Contractors (FOBC). Agreement was reached with FOBC so that clients following a traineeship in the building and construction industry are given a pay higher than the minimum wage. ETC also raised the subsidy given to the employers taking part in the scheme. The objective is to increase the number of persons who are interested in being trained for and work in the industry. The government is analysing the scheme.

#### **4.13 Employers**

Employers are a major client of ETC. They make use of the job matching services offered by ETC to fill their vacant posts. They make use of the Corporation's employment and training schemes for the mutual benefit of employers and job seekers. Moreover, they provide on-the-job training to apprentices and trainees and refer their employees to ETC-run training programmes. Over the past year, the Corporation held various meetings with employers from the different economic sectors. These meetings were to inform them of the ETC services available to employers and for ETC staff to understand better the employers' needs. ETC officials went on industry orientation visits to experience at first hand the work environment the employers offer and be better able to match clients with employers' requirements.

An agreement was signed with the Foundation for Human Resources Development (FHRD) whereby the latter promotes ETC training programmes and schemes and the People Management and Satisfaction Award with employers. This is to promote further a culture of continuing vocational training in Malta and to assist employers to improve their human resource management practices.

The Corinthia Hotels International and Crimsonwing won the People Management and Satisfaction Award (PMSA) 2000. Deputy Prime Minister and Social Policy Minister Dr. Lawrence Gonzi presented the awards at a ceremony held at the Malta Chamber of Commerce, Valletta on 23<sup>rd</sup> February 2001. (*INSERT PMSA LOGO*)

ETC conducts a survey among employers every month whereby employers are urged to classify the five most important factors that influence their selection decision. In addition, this survey asks employers to indicate how many of the people that were recommended by ETC were employed and the reasons for non-selection. Suggestions on how ETC can offer a better service are solicited.

#### **4.14 An IT Literate Workforce**

In line with ETC's National Plan for an IT Literate Workforce, a number of mainstream and specialised IT courses were held throughout the year, ranging from basic computer courses to the NCC Diploma in Computer Studies and the Windows 2000 Systems Administrator course. Shorter courses in Java Programming, Java Script, XML, Visual Interdev and ASP and Developing Web Pages using HTML were also held. ETC made use of both its facilities and those of partner organisations to deliver these programmes in order to cope with the demand.

During the year ETC launched the *IT for You* campaign to introduce IT illiterate persons to the use of computers. For this purpose ETC invested in a new computer training room

at its Valletta Training Centre, which can accommodate ten clients at a time. Since the launching of the IT for You awareness programme (popularly known as the one-day course), requests kept pouring in. In fact, hundreds of applications were received from both registered unemployed as well as other clients. 445 attended for this course, (157 males and 288 females). 30% of those that attended were in the 40-49 age group.

During this year the Corporation was awarded the status of Accredited Test Centre for the European Computer Driving Licence. This enables the Corporation to organise tests leading to the recognised ECDL qualification. This qualification is designed specifically for those who wish to obtain an international qualification in basic computing to develop their IT skills and enhance their career prospects.

#### **4.15 Job Centres Users**

The Corporation operates four Job Centres in Valletta, Cospicua, Mosta and Victoria, Gozo. The general public, including the registered unemployed, make use of the services offered from these centres. The services from the centres were extended during the period under review. The Job Centres in Cospicua and Mosta are now responsible for seeing to the employment and training needs of ETC clients residing in the area. Other services that previously used to be provided only from Hal Far are now also available from the centres, thus taking the services closer to ETC clients.

Employers are also offered services through the Job Centres. Open days are held so that possible employees are attracted to apply for the advertised job vacancies. Furthermore, job vacancies are displayed thus providing a service to persons in employment who wish to change their job. During the period under review the centres managed to place 1,439 persons in jobs.

#### **4.16 ASSISTANT EMPLOYEES MADE REDUNDANT**

##### **Intervention Unit**

An internal capability was developed to intervene rapidly when ETC receives information that an enterprise is about to discharge a considerable number of employees. The negative impact is minimised through career guidance, counselling, and outplacement services to persons who are made redundant so as to provide them with a job preferably without having to register for employment. Training programmes are set up to address the identified needs of both people to be retained in employment and those who are made redundant. ETC undertook 15 such interventions during the year involving 877 jobs.

#### **4.17 *Short mainstream courses***

During this operational year, the Corporation continued to extend the number and type of short- competence based training programmes on offer. No less than 74 different ETC programmes are available for those seeking employment, 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. Eleven new programmes were introduced during 2000-2001: Childcare Programme, Literacy for Employment, IT For You campaign, Health and Safety course, Windows 2000, JAVA Script, JAVA Programming, HTML Programming, XML, e-commerce for business

people, and Visual Interdev & ASP. A breakdown of attendance to the courses appears in Appendix III. 4,272 clients participated in these courses (39.8% were youths).

Courses for clients seeking a career in child caring and the care of the elderly were held. The former course was organised twice attracting about 49 participants, mainly females. The latter attracted over 25 participants. Participants were assessed at the end of each course.

Attendance to the local wardens training courses decreased throughout the year and fewer courses were held as a result. However, frequent refresher courses for licence holding wardens and private guards were held. There is an assessment at the end of each course.

ETC Training Services Division is striving to offer quality courses to its clients. The introduction of assessment is a way forward to achieve this aim. More courses are being planned. The retail skills course and the storekeeping course will be offered soon. Both courses finish with an assessment. A client is awarded a certificate denoting that he/she proved successful by assessment criteria set by the ETC. The Corporation also sought the collaboration of a number of public entities to organise trade courses to upgrade the skills of people seeking employment. The first agreement was reached with the Malta Dry-docks and the Malta Shipbuilding Co Ltd. to provide welding courses at their training centres for the Corporation's clients. ETC also provided training for six plasterers from Kalaxlokk.

#### **4.18 Night Institute for Further Technical Education courses**

This year saw the start of an operations review of the Night Institute for Further Technical Education (NIFTE). Courses run in the evening appeal primarily to persons already in employment interested in upgrading their skills. The review included a downward revision of the course fees to increase participation, the provision of existing programmes in modular format and the introduction of a number of new programmes. The new programmes were in Middle Management for Technical People, Industrial Engineering (Time and Motion Studies), Materials and Manufacturing Management and Warehousing and Distribution and Retail Management. Other programmes scheduled are Accounting for Small Business, Training for Job Coaches, Train the Trainers, DTP and CAD.

NIFTE offers twelve programmes. A marketing effort was made to promote the new initiatives with employees. Between October 2000 and September 2001 there number 127 NIFTE course participants.

#### **5.0 Partnerships**

ETC believes that in order to achieve its strategic objectives, partnerships with other organisations are essential in order to offer specialised services. ETC is to renew its agreement with Eden Foundation signed in 1998. The new agreement will cover new training programmes for persons with intellectual disability and who are ETC clients. ETC will pay Eden Foundation for the services rendered which will include specialised training, placements in jobs and job coach services for those clients who succeed in finding a job.

This year ETC signed an agreement with Richmond Foundation. ETC pays the Foundation for training and placement services provided to ETC clients with mental health problems.

Caritas signed an agreement with ETC to provide personalised services to its clients in need of substance abuse rehabilitation. Caritas seeks and finds work for these clients and provides the necessary training and research in the field. ETC also signed an agreement with Arka Foundation of Gozo. ETC pays the Foundation for the training given to its clients in Gozo and for placing them in employment. The services offered through the agreement with Paolo Freire Institute are mentioned earlier in this report (see 4.5), as also are the services offered through the agreement with the Foundation for Human Resources Development (FHRD), (see 4.13).

## **6.0 Maintaining and developing an advisory role**

The Corporation started to function as the executive secretariat for the Malta Professional and Vocational Qualifications Awards Council. The secretariat is assisting the Council in co-ordinating the work of the various Professional and Vocational Standards Development Boards set up by the Council to develop standards of competence and is undertaking other administrative functions. The Employment and Training Corporation maintained its advisory role with the Ministry for Social Policy, the Malta College of Arts, Science and Technology, the National Employment Authority and other governmental entities.

## **7.0 Other ETC Functions**

### **The introduction of the Fingerprint Recognition System**

One of ETC's primary roles is to keep a register of those seeking employment. Presently the registration system requires persons who seek employment to register once a week by signing on a form. In the past year ETC has worked out plans in order to introduce a *Fingerprint Recognition System*, so that client fingerprints can be read for those registering for work. This system will enable ETC to alter the time and date for those registering for work and thus minimise the possibility of abuses. The system will be launched early next year.

### **IT modernisation and service improvement**

The ETC website is continuously being improved to inform users about the services offered by ETC and to permit job matching on the internet. Transmission speed to regional offices has been increased due to an upgraded leased line. The new intranet for authorised ETC employees improves service delivery and enhance communications between all concerned. During the year under review, two modules to cater for the administration of short courses and job planning were developed.

All offsite connections have been upgraded to ADSL in order to increase data transmission speed between Hal Far and regional offices. UTP cabling has also been installed throughout Hal Far in order to enhance data transmission locally. There was also an extensive investment in personal computers and printers throughout the year and this entailed the direct involvement of IT staff both with regard to procurement as well as the

installation of the equipment involved. Extensive preparatory work has also been carried out in connection with the introduction of registration via biometric equipment. As the Corporation recognises that its effectiveness is greatly dependent on its information systems, it has undertaken an Information Systems Strategic Review. The aim of this review was to take stock of the Corporation's current situation and obtain a concrete action plan towards achieving the Corporation's goals as stipulated in its Business Plan. The aim is to implement most of the recommendations made in this report during the next financial year.

## Website Vacancies

ETC shows notified vacancies on its website and therefore helps to match clients who are seeking employment with employers offering work, with the employer being kept anonymous. The number of job vacancies registered by ETC through the various methods amounted to 7,567. Towards the end of the year under review a Register for Part-time Employment was launched on the ETC Website.

## The Law Enforcement Unit

In order to increase the effectiveness of the Law Enforcement Unit, links with the Department of Social Security, Tax Compliance Unit, VAT Department and Police Force were strengthened. The Compliance Unit plays an important role in identifying and taking action against job seekers who are registering for employment and simultaneously hold an occupation, employers that employ persons of compulsory school age, foreigners working without the necessary work permits and employers who fail to inform ETC about the engagement of new employees. The number of inspections made between October 2000 and September 2001 were 6,388. These resulted in 534 persons being struck off the unemployment register, (table 7.1).

**Table 7.1: ETC Law enforcement and compliance.**

	1996-7	1997-8	1998-9	1999-2000	2000-1
<b>Law Enforcement Activities</b>					
Total Strike-Offs	1,216	762	713	1,545	1,488
Total Appeals to NEA	798	685	509	1,043	973
Appeals Upheld	186	253	77	364	337
Percentage of Cases Upheld	23%	37%	15%	35%	35%
Number of Inspections	4,353	6,060	6,975	7,540	6,388
Number of Infringements	3,122	2,542	2,808	3,901	2,206

	1996-7	1997-8	1998-9	1999-2000	2000-1
<b>Number of Infringements by Category</b>					
Working and Registering	548	301	385	728	534
Employment of Minors	103	44	61	134	37
Employment of Foreigners	163	115	192	161	77
Employment not Reported to ETC	2,308	2,082	2,170	2,878	1,558
<b>Total</b>	<b>3,122</b>	<b>2,542</b>	<b>2,808</b>	<b>3,901</b>	<b>2,206</b>

Source: Labour Market Research, ETC, September 2001.

## **8.0 Research and Development**

### **Research Programme**

In its Business Plan 2000/3, the Employment and Training Corporation committed itself to developing a programme of research on employment and training issues. Relevant and effective policy and programmes require a solid knowledge base. For this reason the Corporation is increasing its research budget, and reviewing the way it works with the research community. Fourteen research briefs were drawn up to form a rolling two-year research programme that ETC will develop and execute together with interested groups and the research community. The themes for this programming period fall broadly under the four pillars of the European Employment Strategy, which pillars guide the employment policy of member and applicant countries. These pillars relate to enhancing employability; enabling entrepreneurship; promoting adaptability and strengthening equal opportunities. The research projects, which will be carried out over the forthcoming 24 months, relate to the following themes:

#### ***Enhancing Employability***

- The school-to-work transition: perspectives of youth and employers.
- Improving the job search experience of persons with disability.
- The training needs and potential of the non-literate.
- Irregular employment: reasons and impact.
- A study of the interaction of the income tax and social benefit systems and its impact on the incentive to work.

#### ***Enabling Entrepreneurship***

- Business start-ups in the last ten years: their profile and their impact upon employment.

#### ***Promoting Adaptability***

- Skill availability in the construction and IT sectors: A review of the evidence to date and a framework for ongoing monitoring and analysis.
- A typical employment: demand and supply; reasons and impact.
- Continuing Vocational Training in Malta and the social partners.
- Organisational development in SME's and the implications for employment and training.
- Forms of employee participation in the private sector in Malta.

#### ***Strengthening Equal Opportunities***

- Women returning to employment: what helps, what hinders?
- Nondiscrimination in employment: the business perspective.
- Job segregation and pay differentials: the situation and its implications for employment and training.

Individuals and organisations with relevant qualifications were invited to express interest in one or more of these themes by the end of September 2001. Terms of reference have been drawn up for each project, and will be sent to interested parties in October 2001, together with an invitation to submit project proposals for adjudication in the forthcoming months.



### **Skills Audit Project**

After several consultations between ETC, Department of Health officials and the Foundation for Medical Services, it was agreed that research would be carried out to identify the skills possessed by technical personnel within the Department of Health. This would then lead to an action plan to address those needs.

### **Human Resource Development Plan for the Maltese Islands**

The ETC Board of Directors appointed personnel within the Corporation as well as other experts to write a Human Resource Development Plan for the Maltese Islands. This committee met several times throughout the year, and by the end of this year is to present a final document to the Government for consideration. This document will describe the current situation regarding human resources development in the Maltese Islands and present a plan of action for the future. This plan will provide for more vocational training opportunities, vocational guidance and employment services and will promote equality at work.

### **Cottonera profiling project**

The Cottonera jobseekers profiling project was launched with two main aims:

- To test the validity of a newly designed profiling tool and,
- To assess and profile the job seekers of the Cottonera area.
- 

Based on the interviewer's observation and information gathered from each interview, the jobseekers interviewed were classified into 12 categories. This enables ETC employment advisors and training officers to direct these clients to appropriate ETC services.

### **Other Labour Market Research**

ETC continued to compile information about the labour market based on its administrative database. This information was regularly forwarded to the National Statistics Office, the Central Bank of Malta, the Economic Planning Division of the Ministry for Economic Services, the Malta Development Corporation, IPSE Ltd., and the Ministry for Social Policy. Labour market information was also processed to entertain requests made by other parties. The Labour Market Research Section conducted a number of research studies about employment initiatives for the ageing jobseekers, youth unemployment in Malta and Gozo, the impact of the removal of levies on the labour market on a quarterly basis, and the unemployment scenario.

Other planned projects, which are in different stages of development, are graduate and school leavers' tracer studies, labour market trends and the conversion from ISIC to NACE coding for employers. The Labour Research Section teamed up with other research teams such as the Graduate Potential Group of the University of Malta, the Planning Authority and the Research Network Working Group within the Ministry for Social Policy, to work on projects that are of mutual interest.

## **The revision of labour market statistics**

Following the inputting of all workbook records by December 2000, ETC initiated the process of revising information contained in its administrative database. The revision process was a massive exercise and considered all the workbook entries, engagements and terminations received late by ETC and all necessary modifications in the employed population. Engagement and termination forms received late and thus marked as “cleaning records” were put retrospectively according to their effective date. This process went back till December 1983, hence moving the benchmark of the first revision exercise conducted in 1998, which was at December 1993.

The revision exercise concerned only persons in employment; the unemployed population figures did not require a revision. This statistical revision is considered as a major achievement for ETC. Besides the effect of the “cleaning exercise” caused by the workbook entries and late receipt of forms, students and apprentices who are attending educational establishments on a full-time basis are no longer be considered as employees and included in labour statistics as they are not economically active. This policy is based on ILO recommendations. The revision exercise brought about changes in the absolute figures of persons in employment. Trends for the employed population were maintained.

## **The Labour Force Survey**

In June 2001, the National Statistics Office published the results of the two Labour Force Surveys it conducted in 2000. These surveys sought to collect information about the number of persons in employment by sector, the number of job seekers, the relationship between remuneration and educational level, the methods of job search used, the educational level of respondents, and the training undergone by the workforce. The LFS findings provided a new insight into the labour market, as not all this information is available from the administrative database of persons in employment maintained by ETC. In fact, the findings from the LFS should be seen as complementing data possessed by the Employment and Training Corporation.

The statistics concerning the number of persons in employment and the number of unemployed in Malta generated by the Labour Force Surveys, although within the margin of error of the survey, did not tally with the data possessed by ETC and published by the NSO. This created controversy in the local media and attempts were made to discredit’s ETC’s image and data. ETC reacted to these unfair attempts and explained the reasons behind these differences in public and using the same media. Differences between the LFS findings and ETC data are due to:

- (1) Administrative data of ETC being a headcount whereas LFS data is data extrapolated from a sample to reflect the national picture.
- (2) Administrative data being based on persons of employment age i.e. between 16 and 61 years of age whereas LFS data refers to unemployed persons between 15-64 years of age.
- (3) The employed population according to ETC records included temporary employees (students and apprentices) whereas the LFS excluded temporary employees.

- (4) Administrative data refers to persons who are registered as unemployed with the Employment and Training Corporation whereas LFS data refers to the number of persons who declared themselves as job seekers in the reference week, irrespective of whether they are registered as unemployed or not.

**ETC's official position was explained in a Press Release dated 17<sup>th</sup> June 2001.**

### **Employment Week: 20<sup>th</sup> October 2000 - 5<sup>th</sup> November 2000**

The Employment Week organised in October 2000 was a weeklong programme of activities to mark the 10<sup>th</sup> anniversary of the Corporation's foundation. It opened with a visit by the President of Malta, Professor Guido DeMarco at ETC offices on 20<sup>th</sup> October 2000 and was followed up by three conferences with international participation.

On 24<sup>th</sup> October 2000, ETC hosted a two-day workshop of the World Association of Public Employment Services entitled 'Employment Initiatives for ageing job seekers'. The aim of this workshop was to discuss the problems that ageing jobseekers find to integrate in the labour market and to propose solutions. After welcome addresses by Mr. Ted Hanisch of WAPES and Dr. Robert Tufigno, Chairman of ETC, the opening speech was delivered by Deputy Prime Minister and Minister for Social Policy Dr. Lawrence Gonzi. This was followed by keynote reports on *Elderly job seekers-policy issues from the European Commission, Promoting age diversity in the context of social cohesion and Combating Age Barriers in Employment*.

A morning conference on Lifelong Learning - The Contribution of the Workplace was the next event held on 26<sup>th</sup> October 2000. Dr. Robert Tufigno, ETC Chairman, opened the Conference while Education Minister Dr. Louis Galea addressed those present. During this conference, held with international participation, participants discussed the various models adopted and how employers could be encouraged to invest more in the development of their workforce. The topics discussed were *Lifelong learning: the concept and its application, Framework legislation for continuing vocational training, National Training and Development Survey: Results and Conclusions* and *Promoting lifelong learning at the workplace*.

A one-day conference on Malta and the EU Employment Guidelines was held on 27<sup>th</sup> October 2000. Guests were welcomed by Dr. Robert Tufigno, ETC Chairman, and the opening address was delivered by the Deputy Prime Minister and Minister of Social Policy Dr. Lawrence Gonzi. Guidelines on employability, entrepreneurship, adaptability and equal opportunities were explained to persons representing organisations that have a stake-holding interest in the implementation of these guidelines. Prime Minister Dr. Edward Fenech Adami made the closing address.

## **10.0 An employment strategy with the European context**

### **Writing of Joint Assessment paper**

Acting in close liaison with the Ministry for Social Policy and the Ministry of Education, the Corporation contributed extensively to the formulation and analysis of employment

and training policies for Malta. The strategies recommended and/or implemented by ETC were based on the four pillars of the EU Employment Strategy namely employability, adaptability, entrepreneurship and equal opportunities.

Within this context, the ETC was extensively involved in the drafting of a paper about the Joint Assessment of the Employment Policy Priorities for Malta. This assignment was carried out on behalf of the Ministry for Social Policy. This involved the definition of a mutually agreed upon set of medium-term policy priorities for the Maltese labour market. The priorities defined in this document were deemed most important both for the progress of Malta's labour market, as well as for Malta's eventual ability to implement the European Employment Strategy. This paper was signed by the Maltese Government and the European Commission in Autumn 2001. ETC will play a central role in monitoring progress in the implementation of the defined priorities.

### **Preparation for the implementation of the European Employment Strategy**

In order to prepare for the implementation of the European Employment Strategy in Malta as defined in the annual guidelines issued by the European Commission, ETC has made the necessary preparations to draft the *National Action Plan* on employment for the year 2003.

The European Training Foundation (ETF) is an agency of the European Union, and assists in the development of the vocational training systems of partner countries of the European Union. The ETC is in constant liaison with the ETF on policy and programme issues related to employment and training in Malta. It has also been appointed contractor to ETF for the Monograph Exercise. The European Commission appointed the ETF to prepare country monographs for candidate countries, covering an in-depth analysis of :

- a) The vocational education and training system, structure and provision and
- b) The public and private Employment services of candidate countries. The main purpose of the monograph is to provide a useful analytical tool to assist countries and the European Commission to monitor progress in implementing the Joint Assessment Paper priorities as well as to identify the most urgent needs and gaps to be filled.

As noted, the Foundation has appointed the ETC as the local contractor to support the preparation of this monograph on Malta. ETC has invited Maltese experts in relevant fields to submit their *curriculum vitae* for consideration. The local experts will work closely with representatives of the ETF, of ETC and with Professor David Ashton of the Centre for Labour Market Studies, who is external consultant to the project team. Thus, after the selection and appointment of experts, ETC will be coordinating the work of the project team and will offer both logistical and technical assistance as necessary.

As in other candidate countries, Malta has established a Preparatory Committee to define the structural and human resource implications of eventual participation in the European Social Fund. The ETC has been a key player in setting up and contributing to this Preparatory Committee.

## **Participation in ETF and other EU conferences**

The ETC's Chief Executive is a member of ETF's *Advisory Forum*. ETC participated in several meetings organised by ETF. Representatives from ETC have participated in several conferences held in Brussels, Stockholm, Tallinn, Nicosia, Porto and Lille. The ETC's Chairman and Chief Executive Officer also participated in the *Annual Employment Week* held in Brussels.

## **Leonardo Programme**

As from August 2001, 30 ETC officials from the grade of Executive and above, started a two week work experience programme with FAS (Employment & Training Authority of Ireland). This was made possible through the European Union Programme, Leonardo da Vinci.

## **11.0 International contacts**

### **Malta elected as WAPES Treasurer**

Once again, Malta has been re-elected Treasurer of WAPES and thus has a place on its Managing Board. ETC represents Malta. For the next two years, the ETC's Deputy Chief Executive is to act as WAPES Treasurer.

### **FAS Irish Contacts**

The contact between FAS and ETC continued to gain ground, when last August both the Chief Executive Officer and the Deputy Chief Executive Officer visited FAS in order to strengthen ties and to discuss areas of collaboration. (INSERT CEO'S PIX)

### **ETC participated in 'Work Life and EU Enlargement' Project of the National Labour Market Board of Sweden**

Last January the Chief Executive Officer and another official from ETC participated in 'Work Life 2000' conference held in Malmo, Sweden. After this conference, a series of seminars have gone underway which have been focused on 'Work Life and EU Enlargement'. The seminar to be held in Malta in October 2001 will discuss access to the labour market for persons with disabilities.

### **ETC participated in 'Committee of experts on the promotion of access to employment' in Strasbourg**

Last October the Employment Services Senior Manager participated in 'Committee of experts on the promotion of access to employment'. The Committee of Experts' objective was to provide a forum for national administrations to share information on good practice with regard to promoting the integration of socially excluded groups and individuals into the labour market including those at risk of exclusion. During the forum discussions on how to assist in the development of policies compatible with the employment standards of the Council of Europe (European Social Charter) in the fields of equal opportunities and non-discrimination were held. The identification and development of appropriate

horizontal links and co-ordinated approaches between relevant good practice in the employment field was also discussed.

## **12.0 Developing ETC Human Resources**

### **Collective Agreement**

The new collective agreement for ETC employees covering the period 2001-2003 was signed in September 2001 between the Employment and Training Corporation and the *Union Haddiema Maghqudin* (UHM).

### **An improved staff profile**

An extensive training programme was organised to improve the skills that staff already had and to give them new skills that are demanded for the delivery of new services. In the recruitment of additional staff, ETC requested that candidates possess advanced academic or vocational qualifications. Through increased training for existing staff and the recruitment of highly qualified persons, ETC managed to raise the profile of its staff. Personnel Management software was installed, that provides management with the right tools to better manage human resources.

### **Staff development**

The main courses undertaken this year to boost the skills of ETC employees were:

- a) Handling Customers with Care for all staff
- b) Course for persons providing secretarial duties
- c) Management Development Training Course for Senior Executives
- d) Employment Advisors Training
- e) Basic computing courses

The objective of these courses is to skill the staff to provide more effective and efficient services.

Staff seminars were held on the 6<sup>th</sup> November 2000, 12<sup>th</sup> January 2001, 16<sup>th</sup> February 2001, 27<sup>th</sup> April 2001, 5<sup>th</sup> June 2001, and 20<sup>th</sup> July 2001. During these seminars with top management, staff discussed how the divisions could improve the services offered to ETC clients. Regular meetings were also held between divisional management and staff.

The Employment and Training Corporation has a high number of its personnel possessing tertiary level qualifications ranging from diplomas to master's degrees. The number of Corporation personnel already qualified at tertiary level is 46, which accounts for 30.7% of the workforce. In the meantime 14 others are pursuing further academic studies.

In addition to the positive number of staff having tertiary level qualifications, the Corporation is proud that 50% of its workforce, have been working for more than 8 years for the Corporation, thus having extensive knowledge about ETC procedures and services.

## **Staff welfare**

A number of social activities were organised by management throughout the year, which included the Christmas party for the employees' children, a Christmas staff lunch, a New Year reception and the annual summer barbeque. ETC also launched the *Summer Entertainment Zone* - a childcare facility for ETC employees' children. This is a pilot project and will be set up on a permanent basis if the initiative is seen to be viable.

### **13.0 Improving client satisfaction through Quality management.**

Work has started on the development of a formal Quality Management System at a strategic level. This will eventually lead to the writing of standard operating procedures for all ETC services thus guaranteeing quality services for clients. The Customer Care function within the Chief Executive's office listened to and investigated client complaints and provided feedback.

A new telephone system has improved both internal communication and communication with external clients. The Employment and Training Corporation's physical facilities are continuously being upgraded in order to meet modern standards.

Throughout this financial year the Communications Office continued to perform its three-fold function namely:

- a) To improve internal and external communications.
- b) To act as a public relations office and further promote the corporate image.
- c) To market and promote the Corporation's activities and services.

Throughout the year, the Corporation's presence in the print and electronic media has increased markedly through a co-ordinated marketing communications strategy. ETC services and activities were promoted on the various media. The marketing tools used included print adverts, billboard advertising, the airing of Public Service Announcements on TV and the publication of press releases. Leaflets were developed to promote ETC services among the target audiences.

The Communication Office shifted the role of the *ETC Update* publication, from a medium to inform and entertain exclusively ETC staff, to one which informs the ETC staff and the employers, on the latest services and developments taking place at the Corporation. The provision of intranet viewing facilities to a larger number of ETC employees has served to keep them informed about new ETC services that they can offer to our clients. The use of the Corporation's website [www.etc.org.mt](http://www.etc.org.mt) as a marketing tool has been successful.

### **14.0 Financial Management**

The efficient allocation, monitoring and control of the Corporation's assets, is one of the prime movers in ETC's strategic intent to deliver the best to its clients without any excess expenditure. The cost-centre budgeting technique has proved to be a valuable tool in order to control the Corporation's expenditure. For this purpose the Corporation's purchasing policy had to be re-written to cater for the cost centre system and staff were given the

necessary training to understand the new system. As a result of this reform, monthly financial reports have been prepared on a cost-centre basis throughout the year and this has enhanced further the Corporation's control procedures and contributed towards the attainment of greater cost-consciousness at lower levels within the Corporation this contributing towards more efficient allocation of resources.

Role descriptions for heads of cost centres were formulated and heads were trained to manage their budget so as to keep expenditure under control. The accounting for expenditure by cost centres permits the calculation of unit costs for services provided. The Budget Review Committee met several times throughout the year to examine expenditure and to ensure that ETC remains within the budgetary allocation. Monthly performance indicators are being collected and are being examined to ensure that the operational targets mentioned in the business plan are being achieved. During the year under review, new software to cater for payroll has been installed to enable the Corporation to keep abreast with changes made in FSS regulations and also to enhance further management reporting on staff costs. An amended version of this payroll has also been installed to enhance the administration and payment of the Corporation's control and financial reporting systems.

Further efforts will be made during the next financial year aimed towards the installation of a new accounts software with the objective of enhancing further the Employment and Training Corporation's initiatives through direct credit system.

The Corporation's total budget for 2000/2001 amounted to Lm2.37 million. Actual expenditure for the year amounted to Lm1.794 million. Training grants that were paid under the IDA between September 2000 and September 2001 amounted to Lm476,036. The Business Promotion Act has now replaced the Industrial Training Act. Guidelines for the payment of training grants as contemplated by the Business Promotion Act are still being drawn up.

The major items for the year are being highlighted in table 7.2 below.

**Table 7.2: Major financial items of the year 2000-2001.**

Expenditure	Lm	2000-2001	1999-2000
		(%)	(%)
Staff costs	90,900	51	57
Operational Programs	458,000	25	17
Administration	341,000	19	20
Capital	67,000	4	5
Marketing	19,000	1	1
<b>TOTAL</b>	<b>1,794,000</b>	<b>100</b>	<b>100</b>

Source: ETC, Finance & IT Department, October 2001.

Expenditure for the year under review exceeded previous year expenditure by Lm309,000. The increase in expenditure was due to an increased effort by the Corporation to introduce new employment and training schemes and programmes. The actual expenditure this year is less than anticipated, as some of the new schemes took longer to launch than expected. This meant that ETC did not incur the full cost of these schemes in the current financial year, but this will occur in the next financial year.



## Appendix 1: Occupational preferences of the unemployed 2000-2001

September 2000				August 2001		
Occupational Group	Males	Females	Total	Males	Females	Total
<b>Manual</b>						
Construction	528	2	530	396	1	397
Metal Working	236	0	236	200	0	200
Wood Working	0	0	0	0	0	0
Printing	13	3	16	11	1	12
Textiles	5	11	16	7	4	11
Miscellaneous Other Manufacturing	2,176	192	2,368	2,000	218	2,218
Catering	165	25	190	159	24	183
Other Service Workers	61	65	126	62	67	129
Labouring	1,509	116	1,625	1,362	160	1,522
Agriculture	85	0	85	84	1	85
<b>Non-Manual</b>						
Clerical	349	308	657	343	398	741
Supervisory	34	10	44	33	11	44
Technical & Professional	185	54	239	190	72	262
Miscellaneous	294	168	462	272	209	481

Source: Labour Market Research, ETC, September 2001.

## Appendix 2

<b>Employment Services</b>					
	1996-7	1997-8	1998-9	1999-2000	2000-1
<b>Placement Services</b>					
Job Vacancies	5,277	4,687	4,711	6,591	7,567
Submissions	56,278	61,074	77,777	119,031	117,105
Placements	2,538	1,878	2,305	2,564	2,669
Placement to Vacancies Ratio	48%	40%	49%	39%	35%
<b>Placements:</b> Private	2,212	1,511	1,697	1,814	1,805
Public	326	367	608	750	864

Source: ETC Labour Market Research, October 2001.

## APPENDIX 3

### Profile of trainees attending ETC Training Programmes October '00 -

September '01

Types of Courses	Total started	Age Groups						
		Males	Females	16 - 24	25 - 39	40 - 49	50 - 59	60 +
<b>Non-Trade</b>								
Advanced Computer	44	24	20	11	12	17	4	0
Book Keeping & Accounting	11	2	9	5	6	0	0	0
Care Workers for persons with Disability	19	4	15	3	5	8	3	0
Care for the Elderly	196	54	142	17	59	74	45	1
Child Care	49	1	48	8	15	21	4	1
Computer Skills	555	337	218	225	135	138	52	5
Core Skills	391	253	138	334	28	22	7	0
Customer Care	587	531	56	199	223	107	50	8

Developing www pages using HTML	16	13	3	8	3	3	2	0
E-Commerce for Business People	4	4	0	3	0	1	0	0
Empowerment Skills	84	0	84	1	23	42	17	1
Entrepreneurship	11	6	5	3	3	5	0	0
I.T. For You	445	157	288	60	99	134	108	44
IT Awareness	151	151	0	20	65	57	9	0
Java Programming	15	13	2	8	5	2	0	0
Java Script	12	10	2	8	1	2	1	0
Job Seeking Skills	7	7	0	2	4	1	0	0
Literacy for Employment	98	93	5	13	41	31	13	0
Local Wardens	93	67	26	41	28	16	8	0
Managing Finance	29	12	17	5	9	12	2	1
Managing Markets	25	8	17	11	5	6	3	0
Managing Operations	16	7	9	6	5	1	4	0
Managing People	55	31	24	20	17	12	6	0
Middle Management	21	19	2	8	7	5	1	0
Negotiating Skills	27	14	13	13	5	8	1	0
NCC Diploma Full time	54	45	9	52	2	0	0	0
Office Skills	167	54	113	143	11	10	3	0
Private Guards	211	192	19	74	81	42	13	1
Private Guards Refresher Course	117	116	1	7	32	39	33	6
Retail Skills	88	33	55	58	20	8	2	0
Sage	70	26	44	47	13	6	3	1
Starting a Business	19	10	9	12	4	1	2	0
Storekeeping	39	36	3	19	9	6	5	0
Typing	31	6	25	23	4	4	0	0
Visual InterDev and ASP	7	6	1	5	1	0	1	0
Windows NT Course Full-time	62	51	11	35	19	5	3	0
Windows NT Course Part-time	8	8	0	2	4	1	1	0
XML	9	7	2	6	2	0	1	0
<b>Sub-Total</b>	<b>3,843</b>	<b>2,408</b>	<b>1,435</b>	<b>1,515</b>	<b>1,005</b>	<b>847</b>	<b>407</b>	<b>69</b>

<b>Trade</b>								
Aluminium	29	29	0	21	6	2	0	0
Electricity & Plumbing	42	42	0	21	14	7	0	0
Handyman - Aluminium	19	19	0	2	6	9	2	0
Handyman - Electricity & Plumbing	8	8	0	1	4	3	0	0
Health & Safety	42	29	13	18	14	10	0	0
Landscaping	20	20	0	3	3	8	6	0
Ref. and Air Conditioning	109	109	0	56	30	22	1	0
Tile Laying & Plastering	62	62	0	11	26	18	6	0
Welding	74	74	0	35	20	13	6	0
Woodwork & Spray Painting	24	24	0	17	3	1	3	0
<b>Sub-Total</b>	<b>429</b>	<b>416</b>	<b>13</b>	<b>186</b>	<b>126</b>	<b>93</b>	<b>24</b>	<b>0</b>
<b>Grand Total</b>	<b>4,272</b>	<b>2,824</b>	<b>1,548</b>	<b>1,993</b>	<b>1,131</b>	<b>940</b>	<b>431</b>	<b>69</b>

## EMPLOYMENT AND TRAINING CORPORATION ANNUAL REPORT 2001 – 2002

### 1.0 The past year's strategic thrust

During the year under review i.e. between October 2001 and September 2002, the strategic thrust of the Corporation remained focused on meeting the targets set out in its Business Plan 2001-2003. Efforts made to identify clients' needs and to design active employment measures to address those needs were sustained. The results obtained by ETC are encouraging even though the number of job vacancies referred to ETC during the period under review were less than in the previous year. The Employment and Training Corporation focussed on the creation of a quality service environment based on the five main areas indicated in the Business Plan 2001-2003.

#### Clients

ETC took decisive steps this year to improve customer service through the introduction of new services and the evaluation of current ones. The caseload management system was consolidated and extended to job centres. The Entrepreneurship Programme was implemented this year to assist persons in starting their business, especially jobseekers. As indicated in the Business Plan, a training programme for the registered unemployed aged 40 and over was launched. This is being called the Employment and Training Exposure Scheme, and provides both off the job and on-the-job training to this client group. For the benefit of those Gozitans working in the hospitality industry who would otherwise have ended up redundant in the winter season, the Seasonality Scheme provided sixteen such persons with training in the UK.

Closer ties were secured with the Malta College of Arts, Science and Technology, the National Statistics Office and the National Employment Authority. The public relations function was strengthened to promote ETC services even more aggressively with its varied client groups. The development of a quality service charter was superseded with ETC's decision to go for the much more demanding ISO9001 certification.

The evaluation of services to ensure that the client gets the best service was high on ETC's agenda. Evaluation exercises were ongoing on the operations and effectiveness of the Training and Employment Exposure Scheme, the Empowerment Skills Programme, the Community Work Scheme, the case management system and apprenticeship schemes. Clients are being involved in the evaluation.

## **Policy and Planning**

Perhaps the major achievements this year was in the area of research and development. No less than eight major research projects commissioned by ETC were underway and the Resource Centre at ETC was put on a sound footing. Continuous monitoring of best employment and training practices abroad continued both through the analysis of literature as well as staff attachments with 'best practice' agencies in Europe facilitated by the European Union's Leonardo da Vinci Programme. The management of apprenticeship schemes was improved through the creation of an Apprenticeship Board that brings all interested stakeholders together to set policies and plans actions to improve current apprenticeships and to introduce new ones. The range of training programmes offered by ETC was increased.

## **Processes**

As promised in the Business Plan, the job matching system was being continuously reviewed, as also was the labour market data gathering system. In order to verify the correctness of our administrative records, ETC even went beyond what was expected of it and checked employment records with employees themselves apart from checking with employing organisations. The ETC website was upgraded to offer more services to jobseekers and to facilitate job matching. Application software was written for the fingerprint recognition system introduced to facilitate the registration process and to contain abuse but which will also free employees to be deployed on active measures. An apprentices' database and a database containing records of ETC trainees were developed and were still being tested at the time of writing.

## **Performance management**

Performance management at ETC was strengthened through the introduction of the Balanced Scorecard system that enables management to monitor the throughput of each division on a regular and consistent basis. ETC's ability to use professional performance management tools is permitting it to capture throughput information by client group. Extensive preparatory work has been done to start benchmarking ETC performance with that of best practice Public Employment Services (PESs) in Europe. The establishment of an internal audit system was not embarked upon, as it was not considered as a priority. In order to allow for the computation of quarterly unit costs for all services provided, new accounting software will be introduced to complement the current cost centre costing system.

## **Partnerships**

Additional partnerships were forged this year through the setting up of the Apprenticeship Board, the Labour Market Policy Committee, the National Development Plan Sectoral Working Group and the Steering Committees. The formation of the latter three committees signifies ETC's determination to excel in social partnerships. Social partners and stakeholders were invited by ETC to discuss documents, to propose measures to be included in the National Development Plan and to design, jointly with ETC, active employment and training measures for implementation by the ETC. The development of the Gender Equality Action Plan on employment and training was also being written through collaboration with

stakeholders. The only Clients' Forum this year provided information on ETC services and labour market trends to guidance and counselling teachers. Two seminars were organised to brief officials of the General Workers' Union and the Union Haddiema Magħqudin about ETC services.

### **Staff development**

This year's major achievement concerning ETC human resources development was the placement of thirty ETC employees with the Employment and Training Authority (FAS) of Ireland to learn more about the services FAS provides to jobseekers, apprentices and trainees. This year also saw the introduction of biannual social climate surveys that are enabling employees to express themselves and management to take action on the basis of the results obtained. Management's commitment to employees' feedback was demonstrated through the acceptance of the recommendations put forward by the two internal Action Learning Groups on how to improve internal communication and interdepartmental relations.

This shows that ETC honoured the commitments expressed in its Business Plan 2001-2003 for the year under review. In its twelfth consecutive year of existence, it has continued to provide improved employment and training services to an increasing range of client groups and to remain faithful to its mission of contributing significantly towards the social and economic development of the community.

## **2.0 The target groups of the Corporation**

The various clients of the Corporation featured in the Balanced Scorecards drawn up for each operational division of ETC to emphasise that clients are the focus of our operations and to facilitate the monitoring of objectives and targets. Operational throughput is being recorded according to each client group with gender and employment status parameters featuring throughout

Registered unemployment at the end of September 2002 stood at 7,520 (Part 1 & 2), an increase of 536 (7%) over the same period last year. ETC continued to manage the registration process for its main client base i.e. persons declaring to be actively seeking employment. This involved registering persons who register for the first time at its Hal Far Offices and then undertaking weekly registration at several offices around the island. This massive exercise of registering all the registered unemployed every week is being made easier with the introduction of the fingerprint recognition system at all registration points, thereby releasing staff to be deployed on active employment measures.

The Employment Services Division of ETC acts as a broker between jobseekers and employers. It receives vacancies from employers that are matched with jobseekers' skills and profile. Moreover, this division manages the various employment schemes. The case management system introduced last year empowers ETC to offer a personalised and more efficient service. Each employment adviser is allocated a caseload of registered jobseekers and is responsible for their profiling, vocational guidance and referral to job opportunities. During the year under review, ETC analysed the effectiveness of the case management system. It is found out that the caseload for which each employment adviser is responsible at ETC is at least three

times larger than the caseloads adopted by some European public employment service agencies. This limits the time that employment advisers can spend with their clients and following them in their job search. A better caseload to employment adviser ratio can be achieved by increasing the number of employment advisers. However, ETC has decided that for now this cannot be possible as this means increasing staffing levels and costs.

The information that follows in this report provides an insight into the services offered by ETC in the financial year under review for its various client groups.

## **2.1 Youths**

Registered unemployed youths represented 31% of the total registered unemployed population. ETC's employment advisers in the Youth Section placed 1,815 unemployed youths in jobs between October 2001 and September 2002. 2,961 persons in the 16-24 age bracket were trained. Youths primarily attended office and computer related training courses and basic trade courses. An analysis by gender nevertheless reveals that women are still opting only for office-related and computer courses and their absence from other training opportunities stands out. Women's participation in apprenticeship schemes remains minimal and the few young women who took up an apprenticeship chose a calling that is still associated with the traditional role of women in society. Despite the apparent suitability of traineeships in IT skills for women, their participation in these traineeships was much less than expected. The reasons are various and may be cultural but this surely calls for a closer look at the effectiveness of our national vocational guidance provision. Through the Basic Employment Passport Scheme and the Job Experience Scheme ETC further focused on assisting school leavers and unemployed youths to enter the labour market. In these cases, women's participation is noticeable and encouraging.

The transition from school to work is a crucial challenge that every youth must face. In order to learn more about how youths manage this transition, ETC commissioned a research project on the subject.

### **Apprenticeships**

In October 2001, 357 apprentices started an apprenticeship under the Extended Skills Training Scheme while another 248 started an apprenticeship under the Technician Apprenticeship Scheme. Both schemes are managed by ETC. By the end of September 2002 there were 1,480 youths following an apprenticeship, which is 2% higher than last year's figure. 1,004 apprentices were assisted to find and secure a training placement with an employer who provides adequate practical training related to the apprentice's calling. 1,138 monitoring visits at the educational institutions and at employers' establishments were carried out by the Corporation's training executives, which is a 3% increase over last year. Visits were held at the educational institutions and at employer establishments.

The Malta College of Arts, Science and Technology (MCAST) has taken over the delivery of a number of programmes previously organised by the Education Division. An Apprenticeship Board was set up that brings together officials from ETC, MCAST and the Education Division to co-ordinate the efforts of the three bodies. The

Apprenticeship Board met twelve times this year. During these meetings, Board members discussed the link between MCAST courses and the system, the criteria on the basis of which the level of intake of apprentices in both TAS and ESTS will be determined, the responsibility for the placement of apprentices at workplaces for on-the-job training and in which circumstances apprentices will undergo simulated training within MCAST. The board also discussed the evaluation of off-the-job training during apprenticeship. It established the working practices between different entities, brainstormed how to increase the participation of employers and apprentices in the schemes, and clarified budgeting and forecasting responsibilities.

A marketing billboard campaign was launched by the Corporation to increase the number of apprentices participating in both schemes and the number of employers offering training placements. In order to attract prospective female apprentices in the electronics calling, a letter was sent to all fifth form female school leavers.

In April the Parliamentary Secretary in the Ministry for Social Policy Dr. Antoine Mifsud Bonnici presented the Journeyman's Certificates to 236 apprentices who successfully completed their apprenticeship.

In an effort to increase the number and type of callings available in Apprenticeship Schemes, Corporation officials held meetings with a number of education and training institutions, constituted bodies and employers, including the Institute of Tourism Studies (ITS), the Malta Tourism Authority (MTA), MCAST, Institute of Water Technology, and the Federation of Industry (FOI). As a result of these meetings, a number of new callings will be introduced in hotel services in collaboration with ITS, in Computer Hardware Technician with the Institute of Electronics Engineering of MCAST, and in Heritage Skills Tradesman in collaboration with the Institute of Building and Construction Engineering of MCAST. In the same year some callings were revoked while the electronic-servicing fitter programme and the refrigeration and air-conditioning programme were upgraded.

### **Traineeships**

Traineeships are short-term apprenticeships, made up of on-the-job work/training at an employer establishment and off-the-job tuition at the ETC Valletta Training Centre or other ETC approved training institutions. During these last few months, traineeship schemes were used extensively to satisfy the immediate human resources' needs of employers.

More than 135 persons, mostly former registered unemployed youths, followed the traineeships in construction skills and the ones leading to the NCC international diploma/advanced diploma in computer studies. The latter traineeships were popular with youths as they provide skills, which enable trainees to work as software, hardware or networking specialists in the IT sector.

The lack of skills in certain construction trades has been felt for some time. Due to this, the requests for the issue of work permits to foreigners to work in these trades were increasing. In order to address the shortage of skilled local construction workers, a traineeship in formwork erection was introduced through close collaboration between ETC and the Federation of Building Contractors (FOBC). All the participants that took

up a traineeship in construction trades were previously registered unemployed. Through the traineeship, the Corporation gave trainees the opportunity of a working week made up of work and training, a weekly pay of Lm70 for a whole year (Lm35 offered by the contractor and the remaining Lm35 offered by the Corporation), as well as improving their prospects of finding a permanent job. ETC and FOBC also agreed that for every work permit issued to a foreigner to work in this trade, contractors were bound to employ a Maltese trainee. A traineeship in the pipefitting and welding trades was held in conjunction with Mekkanika. In this case, almost all the trainees were previously registered unemployed.

## **THE BASIC EMPLOYMENT PASSPORT SCHEME**

This scheme provides basic employment skills to young school leavers who are coming out of the present educational system with little or no skills or qualifications and do not intend to continue with further training and education. Nearly 300 trainees completed the 12-week training programme under this scheme last year. ETC Chairman Dr Robert Tufigno presented certificates to successful participants at a ceremony held at the Conference Hall of the ETC Head Office in Hal Far. There was a new Basic Employment Passport Scheme intake in July 2002. During this 12-week BEP programme, 175 men and 133 women were trained.

### **Job Start Youth Initiative**

Between October 2001 and September 2002, 278 job plans were drawn up for unemployed youths. The objective of this initiative is to help unemployed youths aged between 16 and 24 years integrate in the labour market in the shortest time possible.

### **Job Experience Scheme**

304 clients were placed through the Job Experience Scheme (JES) by ETC. This figure represents an increase over last year's. The scheme offers a 13-week work exposure. 71 of these JES youths found a job after completion.

### **Youth Outreach Programme**

The Youth Outreach Programme gathered momentum especially after its introduction last year in the Cottonera area and Zejtun. Among the skills taught are teamwork, writing skills, telephone skills and job search. 89 youths attended this programme. 22 managed to find a job.

## **2.2 Clients aged 25-39**

At end September 2002, 31.8% of the Part 1 & 2 registered unemployed were aged 25-39. 660 of these unemployed were job placed. The Community Work Scheme, originally meant for clients aged 40 and over, was extended to include clients aged 30 and over. This has broadened this client group and it is expected that more clients are attracted to this scheme. This will also help non-government organisations as well as local councils to widen their perspective and eventually have a wider selection of choice of clients to choose from. Four persons aged 30-39 were placed in the Community Work Scheme.



1,435 persons 25-39 attended ETC mainstream courses. They mainly attended courses on computer awareness (one-day), private guards, literacy and trade. It is worth noting that this age group makes up 26% of the total number of persons who attended ETC mainstream courses. More non-registered unemployed than registered unemployed in this particular age group attended ETC courses. A noticeable number of non-registered unemployed women attended for the one-day computer awareness course, possibly signifying the willingness of such potential women labour market returnees to learn basic computer skills.

The traineeship in construction skills attracted a good number of persons in this age group and a smaller number to the traineeship leading to the NCC international diploma in computer studies. During the year under review, eight persons were enrolled in the diving instructor traineeship, six of whom were aged 25 to 39. In December 2001, five trainees who started their traineeship in 2001 financial year sat successfully for the PADI Instructor Examinations and received their PADI Certificates of Completion. The first phase of the diving instructor traineeship consisted of the PADI Open Water Diver Course, PADI Advanced Open Water Diver Course, PADI Medic First Aid and Rescue Diver Course and Distinctive Oxygen Administration Speciality. During this phase the trainees were also trained in basic fish farming techniques and in underwater equipment maintenance.

A traineeship in child caring was introduced this year. Fourteen women, mostly aged 25-49, attended courses in child caring while a further 14 participated in the traineeship in child caring. ETC is committed to the training of child carers who will make easier women's participation in the labour market through the availability of good and affordable childcare facilities.

### **2.3 The unemployed aged 40 and over**

At end September 2002, 36.7% of the registered unemployed on the Part 1 and 2 registers were aged 40 and over. 514 unemployed aged 40 years and over were job placed. The Employment Training Placement Scheme (ETPS) and the Community Work Scheme (CWS) helped to job place such clients. Under the ETPS, employers are financially assisted to provide employment and training to ETC clients. Between October 2001 and September 2002, 132 clients have benefited from this scheme.

34 registered unemployed persons aged 40 and over took part in the CWS. Even though 12 local councils participated in this scheme, the use of this scheme by local councils and non-government organisations was much less than expected. Thus, ETC is being assisted by a University undergraduate to conduct a study of the communication links between the Corporation, non-government organisations and local councils, and what can be improved to make this scheme more attractive and feasible to clients.

ETC training programmes are attracting many participants from this age group, especially persons who are not registered unemployed. They mainly attend computer and literacy courses, courses for private guards. The one-day computer awareness course is very popular with both men and women in this age group. Very few persons aged 40 and over exploited the opportunity offered by traineeships to develop their IT skills and to improve their prospects of finding employment.

A 133 page ETC commissioned report on “Job Seekers aged 40 and over” was presented to ETC in November 2001. It consisted of:

- An analysis of the problem of job seekers aged 40 and over;
- A comprehensive description of the problems which job seekers aged 40 and over face;
- An analysis of what other countries, including EU member states, are doing in this field;
- New initiatives and their estimated cost to implement them;
- A three-year plan for the implementation of these initiatives.

### **Training and Employment Exposure Scheme (TEES)**

A new scheme, Training and Employment Exposure Scheme (TEES), was introduced in July 2002. This measure was launched in conjunction with the Malta Employers' Association. A joint working committee, led by a Malta Employers Association (MEA) representative, was set up to manage this scheme. For the first time in the Corporation's short history an employment measure aimed at the registered unemployed is employer-led.

TEES aims to assist long-term registered unemployed clients aged 40 and over and clients who have been registering for more than six months to find and retain employment. 73 participants enrolled in the scheme. The scheme offers participants an opportunity to obtain the necessary training and experience required by the labour market. In the first phase of the scheme, lasting four weeks, participants were introduced to these skills: food preparation, food and beverage service and housekeeping, use of computer, electrical and plumbing work, woodwork, tile laying, refrigeration and air conditioning installation, mechanical fitting, electronic assembly, plumbing, health and safety, retailing, storekeeping, gardening and welding skills. Training was held at the ETC training centres and at other institutions including the Institute of Tourism Studies (ITS) and the Malta Shipbuilding.

The second phase has a flexible duration to suit clients' needs, though it is likely to last 24 weeks. Participants choose one skill area in which they want to undergo in-depth training. This consists both off-the-job training and work exposure. Employers are being contacted to offer work exposure placements to trainees. Monitoring visits will be carried out by personnel from the Training Services Division of ETC to ensure that training centres are providing the agreed training and to build a dossier of the employment and training needs of each TEES participant so that further action is taken accordingly.

Participants are paid Lm55 weekly by the ETC for a full year plus all bonuses and leave according to the law. Employers pay nothing during work exposure but if they offer permanent employment after the one-year scheme, they will be subsidised for 3 years – Lm7, Lm5, Lm3 weekly for each TEES trainee they employ indefinitely.

Constituted bodies finding permanent employment for participants are granted Lm100 each.

More participants were expected to join TEES. A research study is under way to establish why the response was not higher.

### **Empowerment Skills for Women Programme**

The Empowerment Skills for Women Programme aims to enhance the employment skills of women who intend to return to the labour market and to prepare them to work effectively in a new working environment. The subjects covered by the programme include: communication skills, assertiveness, self-esteem and confidence, values and interests, health and safety, time management and problem solving, creativity, stress management, decision making, conflict management, IT awareness, CV writing, job search, conditions of employment legislation and the setting-up of co-operatives. The majority of this year's 68 participants were aged 40-49, although participation of women aged 25-39 was also significant.

### **2.4 The registered long-term unemployed**

2,952 have been registering for more than one year and are thus called long-term unemployed. 519 long-term unemployed followed ETC mainstream courses. Most of them attended the literacy, private guards and trade courses. Participation of the long-term unemployed in traineeships was minimal. 100 persons were placed in direct employment whereas another 68 were enrolled under the ETPS and the Community Work Scheme (CWS).

Of the 2,952 long-term unemployed persons, 688 are very long-term unemployed i.e. they have been registering for more than five years. All the very long-term unemployed were called for an interview to establish the causes of such a lengthy unemployment period. Resulting from such assessments 172 were addressed to ETC training courses and 2,525 persons were submitted to appropriate vacancies. In spite of the various difficulties encountered, 62 very long-term unemployed persons were placed in jobs. The Employment and Training Placement Scheme was used in 24 of the cases.

### **2.5 Persons with disability**

Supported employment services in the form of vocational guidance, training and referral to job opportunities for disadvantaged groups continued to be strengthened during the year under review. Such ETC services to persons with disability, ex-inmates of correctional facilities and ex-substance abusers were complemented by the efforts of the partner organisations with which ETC has a co-operation agreement. These organisations train and place disadvantaged persons in employment.

There were 319 persons with disability on the unemployment register in the year under review. During this period, 422 were called in for an interview and 192 were referred to a medical assessment of their disability. Between October 2001 and September 2002, 39 were placed in direct employment by ETC while a further 9 were placed

through the use of the ETPS. 19 persons with disability attended ETC mainstream training programmes.

22 persons with disability benefited from the Bridging the Gap Scheme whereby they were exposed to a real work situation. The scheme is designed to facilitate the transition from unemployment to employment by exposing clients to a real work situation. It allows the employer to evaluate the trainee during the training period without incurring extra expenses as the allowance is paid by ETC and the employer is not obliged to pay National Insurance contributions. Simultaneously, it gives the trainee the chance to prove oneself and to increase one's prospects of employment on successful completion of the programme. Of the 22 persons with disability placed on the Bridging the Gap Scheme, five were retained in employment after the expiry of the work exposure period, while another five persons are still on the programme.

ETC encounters difficulties in placing persons with disability in employment primarily because employers fear the unknown concerning disabilities of persons that they may employ. To partly address these problems, ETC is checking employers' records to see whether they are adhering to the two per cent quota required by the Disabled Persons (Employment) Act 1969. The strategy started with the checking of the public employers' records and will proceed to the private sector. Despite ETC's determination to implement this law, difficulties are being encountered as the law binds organisations to employ persons with disability who are officially registered as such while ETC's efforts have identified organisations that are employing persons, disabled but not officially registered as such. However, neither ETC nor the employer can force any person to register as a disabled person. One of the aims of the newly set up Supported Services Steering Committee was to identify the measures to be taken to further enforce this law. In the meantime, research has commenced to identify the job search experiences of persons with disability to guide ETC in upgrading current and introduce new services.

In its efforts to integrate persons with disability in employment, ETC continued to work closely with the Eden Foundation, the Richmond Foundation, and the Arka Foundation whereby the latter provided specialised training, work exposure and job placements for ETC clients. Through the co-operation agreements with these organisations, 90 clients were trained, while 46 have been job placed. During this year the co-operation agreements with the Eden Foundation, and the Richmond Foundation were further extended for another three-year period. This is encouraging for the Corporation since the number of persons that were placed in jobs is 70% higher than last year.

## **2.6 Other disadvantaged groups**

There are 361 clients being ex-substance abusers, ex-correctional facilities inmates and persons having particular social problems. In servicing former inmates of correctional facilities, ETC works in close collaboration with the group "Mid-Dlam ghad-Dawl" and is currently holding talks with the authorities of the Corradino Correctional Facilities to organise various training courses to inmates within the complex, thus facilitating their re-integration in the labour market. 15 former inmates of correctional facilities were job placed and 14 were trained. This success was achieved thanks to the close collaboration ETC seeks to build with the probation officers. Such working

relationship augurs well for the future. 11 ex-convicts more were job placed than last year. This reflects the increased effort made by the Supported Services Division throughout this financial year.

Close collaboration is maintained with Caritas, Aġenzija Sedqa, the Substance Abuse Therapeutic Unit (SATU), Oasi and Appogg in the provision of services towards ex-substance abusers. During 2001-2002, 213 ex-substance abusers were profiled through a series of one-to-one interviews, 111 were trained, while 13 were put on the Bridging the Gap Scheme. Within the same time frame, 49 clients were successfully placed in employment. The Employment and Training Placement Scheme was used 20 times in such placements. This is an increase of 71 in the number of persons trained and an increase of 34 in the number of clients placed in gainful employment. Through the partnership agreement with Caritas, 101 ex-substance abusers were trained and 24 placed in employment. 5 clients with social problems were placed in employment.

## **2.7 Persons interested in starting their own business**

In its Business Plan 2000-2003, the Corporation highlighted the need to promote a culture of entrepreneurship. Considering business start-up is not easy, ETC provides advice and training to unemployed persons who can be prospective entrepreneurs. Furthermore, ETC provides an advice/mentoring service to these new prospective entrepreneurs. 74 persons participated in the INT – *Ibda Negozju Tiegħek* entrepreneurship programme that promotes an enterprise culture among ETC clients. A large number of trainees were in the 25-49 age bracket, although some youths attended as well. Women's participation was significant: they accounted for 38% of the total number of trainees. Both employed and unemployed individuals were eligible to participate, however, first priority for entry to the programme was given to unemployed individuals aged over 40, women returnees to the labour market, unemployed youths and redundant individuals.

How does it work? Participants are selected after an interview and are screened for the following factors:

- Literacy and numeracy
- Willingness to undertake training/start a business
- Experience and/or qualifications in the field of business and
- Whether the client has a realistic business idea.

Applicants are advised whether to follow the programme or not and which modules to follow. In the In **Pre-Start-up phase** training is provided in various aspects such as creating and managing small enterprises, vocational skills, new technologies, confidence-building, business skills, legal aspects, administrative regulations, subsidies and other incentives, social security provisions, preparation of a business plan and others. Participants also have talks with instructors specialised in health and safety regulations. As an innovation individual guidance and mentoring are provided throughout the programme. Mentors offer voluntary one-to-one business counselling, sharing of experience; skill transfer; hands-on training and facilities networking. They act as coaches, counsellors, guides and colleagues. Two intensive training programmes for mentors were held this year.

In the first two phases of INT, while participants are on training, they do not receive any financial support, although participant registered unemployed do not forfeit their social benefits, if eligible. At the end of the **During Start-up** phase experts discuss the participants' business plans. Participants whose plan is found acceptable are moved to the **After Start-up** phase. Participating registered unemployed may opt either for an Enterprise Grant of Lm1000, or a weekly Enterprise Allowance of Lm40 for 6 months. Those persons who opt for the Enterprise Grant cannot register for six months from the day they take grant. Employed participants are offered an Enterprise Grant of Lm500. The financial assistance helps participants in the **After Start-Up** to set up their business. Such assistance is available only to trainees who obtain the necessary registration and licensing for their proposal.

## 2.8 Gozitan workforce

Unemployment in Gozo stood at **501** persons at end September 2002 (table 4.5).

**Table 4.5: Unemployment figures in Gozo (Part 1 & 2) between 1998 and 2002**

	Sep-98	Sep-99	Sep-00	Sep-01	Sep-02
<b>Gender</b>					
Men	475	453	370	372	471
Women	11	82	81	51	90
<b>Total</b>	<b>592</b>	<b>535</b>	<b>451</b>	<b>423</b>	<b>501</b>

Source: ETC Operations in Gozo: October 2001- September 2002, Labour Market Information

A large range of ETC services provided in Malta are also rendered in Gozo at the Corporation's main office in Xewkija and the Job Centre in Victoria. It is to be positively noted that the concerted efforts during the year have resulted in a wider utilisation of ETC services in Gozo, both by employers and job seekers.

This year 1,428 persons were submitted to the 201 job vacancies that were notified to ETC during the same period. Of these, 125 clients were successfully placed in employment. This shows a 1.6% decrease in job placement performance over last year's. Training performance was better with 852 persons attending one of the 20 ETC different courses, reflecting an increase of 47% over last year. Gozitans attended primarily for computer courses and trade courses.

## Seasonality Scheme

During the year, the Seasonality Scheme gave opportunity to 16 employees from the hospitality industry in Gozo, to undergo a four and a half month training at a major hotel chain in the UK. Both the hotel managers and the trainees described the experience as fruitful. The managers praised all participants but two of them were awarded the 'Employee of the Month' by the training hotel while a number of them achieved a National Vocational Qualification (NVQ) certification in catering. ETC in conjunction with the Ministry for Gozo and the Institute of Tourism Studies launched preparations to re-launch the scheme hopefully attracting more participants.

## **Development of a Strategy for ETC Operations in Gozo**

The research team commissioned by ETC to draw up an ETC strategy for Gozo concluded its project. The Strategy document gives an overview of the labour market in Gozo and analyses the relevance and effectiveness of current ETC programmes and schemes to the Gozitan labour market. It suggests new employment and training measures that are suitable for the Gozitan labour market and highlights improvements in current ETC services in terms of the four pillars of the European Union; it also identifies the EU funding possibilities for implementing the strategy. The Deputy Prime Minister and Minister for Social Policy Dr. L. Gonzi and the Minister for Gozo Ms. G. Debono publicly launched this strategy in June. The document was put on the website of the Ministry for Social Policy and that of ETC for public viewing. A seminar will be held in the near future to discuss this strategy with Gozitan stakeholders.

### **2.9 Employers**

Employers provide ETC information about job vacancies, training placements and skills shortages. Such information is the lifeblood for the Corporation. It helps ETC to match job seekers with vacancies or apprentices and trainees with training placements. It also helps the Corporation to devise schemes to address skills shortages.

Thus in order to involve employers better in its the delivery of its services, ETC made its Training and Employment Exposure Scheme (TEES) employer-led. ETC conducted also a survey, the Employer Barometer, among employers to identify short-term labour shortages. Each participating employer received a copy of the findings of this Employment Barometer.

ETC continued to survey employers and ask them to classify the five most important factors that influence their selection of persons submitted by ETC for employment. They are also asked to comment about their suitability. Another survey among employers found out that 77% of respondents were satisfied with ETC services.

### **ETC Training Incentives**

The Employment and Training Corporation processed 63 applications for training grants under the Industrial Development Act in respect of recruitment undertaken in 2001 by qualifying companies. Companies from the manufacturing sector or offering industrial services, which trained full time employees engaged on an indefinite contract in the year 2001 were eligible to apply.

The Business Promotion Act has now replaced the Industrial Development Act. In view of the provisions of the new Act, the Training Services Division drew up guidelines for the calculation of the training grant. The training grant payable under the new system will be based on a number of factors including the size of the organisation, the programme (general or specific training), the content, the competence of the trainer, and investment in equipment and usage of material for training.

## **People Management and Satisfaction Award 2001**

Methode Electronics Malta Ltd. won the People Management and Satisfaction Award for 2001. Deputy Prime Minister and Minister for Social Policy Dr. Lawrence Gonzi presented the award and certificate to Mr David Mifsud, Managing Director of Methode Electronics Malta Ltd., at a ceremony held in Valletta in June 2002. This award, organised by the Employment and Training Corporation, is presented to organisations that excel in the management and development of human resources.

### **2.10 An IT Literate Workforce**

In line with ETC's National IT Plan, a number of basic and specialised IT courses were again organised throughout this year. The variety of courses available range from the one-day computer awareness course to a one-year traineeship leading to the NCC advanced diploma in computer studies. The IT courses organised were: Windows/Word/Excel, Windows 2000 Systems Administrator, Sage, Java Programming, Java Script, XML, Visual Interdev and ASP and Developing Web Pages using HTML. The A+ PC hardware and software skills course and the NCC advanced diploma in computer studies traineeship were introduced this year.

Courses are delivered by ETC., but when its training facilities do not cope with the demand, it hires the services of training providers. As part of its IT For You Campaign, ETC continued to offer free of charge the one-day computer awareness programme at its Valletta Training Centre. The course is popular with women and older clients – the majority of participants were women. 1,094 attended the one-day computer awareness course (499 men and 595 women). 27.5% belonged to the 40-49 age group.

In February 2002 the Corporation introduced the European Computer Driving Licence (ECDL) courses. These proved to be another strategic milestone for the Corporation. They started The British Computer Society authorised the Corporation to deliver the training, conduct the automated tests and certify persons in seven modules lead to the ECDL licence. 293 clients attended the ECDL modules, 140 were men and 153 were women. The ECDL curriculum was adopted for all IT office application programmes delivered by ETC.

### **2.11 Job Centres' Users**

Our job centres in Valletta, Cospicua, Mosta and Victoria, Gozo, job placed 1,358 persons. The Job Centres assist new job seekers, registered and non-registered unemployed and persons in employment who would like to change their jobs. 40,112 submissions for job interviews were made while 1,389 clients were referred to training. Various job open days were held at the Job Centres to attract potential employees to specific vacancies. The centres also manage the part time and part three registers and issue employment histories. Job vacancies are displayed on the notice boards of the Job Centres but in few months' time a stand free data bank computer will be available in each of the four Job Centres for clients to peruse.



## **2.12 Assisting redundant employees**

ETC takes rapid intervention on receiving information that a particular enterprise is about to discharge a considerable number of employees. The Employment Services Division's Intervention Unit tries to minimise the negative impact of such a situation on the employer and the employees. It develops and delivers training programmes to people who remain employed and to those made redundant. Should such intervention fail, the ETC's Employment Services is in a better position to organise the registration procedure for redundant employees. The Intervention Unit undertook 10 such exercises during the year involving 1,371 jobs. In order to facilitate the re-deployment of persons made redundant, the Employment Training Placement Scheme (ETPS) was extended to this client group. 115 persons benefited from such scheme.

Employers are not informing ETC before or upon a decision to downsize their company's workforce. The Employment Division is informed with the redundancies when the employees start registering with the ETC. The employers may have their good reasons for not informing ETC beforehand but such circumstances do not facilitate ETC's intervention and unable the Corporation to take a proactive measure. This situation is expected to change when the new employment legislation is enacted.

## **3.0 Training courses**

The Training Services Division of the ETC continued to organise short training programmes with the aim of having a better skilled workforce. 5,429 participants (3,503 men, 1,926 women) followed ETC courses, an increase of 1,157 on the previous year. The number of female participants is expected to rise in the coming year with the linking of certain family friendly arrangements to some courses and with the introduction of programmes appealing to women. 27% more registered unemployed trainees attended training programmes than last year. The Training Services Division is striving to provide more programmes that lead to certification.

57 ETC programmes are available to job seekers, employees in search of better skills and women returning to the labour market and youths entering the labour market for the first time. The new training programmes introduced during 2001-2002 were: Food Handlers, Legal Aspects in SMES and Sales and Marketing.

### **Food Handlers Course**

The food handlers course is made up of two categories, A and B. 223 participants, most of whom already employed in the hospitality industry, attended category A courses. 173 participants, most of whom are already in employment, followed category B courses.

### **Sales and Marketing**

27 participants took part in two separate courses in sales and marketing held this year. They enabled participants to acquire core marketing and sales techniques. Attendance by women for this course was significant with a good number of them being registered unemployed.

## **Literacy for Employment**

More than 278 persons (266 men and 12 women) took part in the various literacy programmes of the ETC. The partnership agreement signed with the Paolo Freire Institute of Zejtun and the Literacy Unit of University of Malta in 2001 was renewed this year. Similar literacy programmes were organised by ETC in collaboration with a number of local councils which provided their premises for the purpose. ETC launched literacy programmes for employees of the Education Division and Marsa Shipbuilding Co Ltd.

## **Night Institute for Further Technical Education (NIFTE)**

The Night Institute for Further Technical Education introduced these new programmes this year:

- \*Building a Customer Service Team
- \*Business writing
- \*Creating Customer Loyalty
- \*Health and Safety
- \*Train the Trainers
- \*Leadership Development
- \*Preparing and conducting an interview
- \*Quality assurance and controls
- \*Time Management
- \*Advanced Technical Courses in Mechanical, Electrical and Electronics Engineering.

A marketing campaign was conducted to increase awareness of the NIFTE programmes. A number of programmes were held at some workplaces to make them more accessible.

Evening Courses appeal primarily to employed applicants who want to upgrade their skills. 736 participants took part in the NIFTE courses between October 2001 and September 2002. This was a 604 increase over the previous year. Of the total number of trainees, 549 were men and 187 were women. The most attended course was the Food Handlers Category A course.

## **4.0 Partnerships Labour Market Policy Committee**

In December 2001 a Labour Market Policy Committee was set up to broaden the knowledge and report systems of employment and training among the social partners. The Committee, chaired by the ETC and managed by the Research and Development Division, is made up of a number of government departments' employment focal points and key stakeholders such as employers' associations and trade unions. It met eleven times and discussed the following topics: current employment situation, the situation analysis pertaining to the National Development Plan, tax-benefit interaction; current gender equality, Progress Report 2002 on the Joint Assessment Paper on the Employment Priorities of Malta, ETC Gender Equality Action Plan, and the ETC Employment Barometer. The Committee also discussed the proposed Employment Relations Act.

## **National Development Plan Sectoral Working Group**

The Employment and Training Corporation was entrusted with the co-ordination of the compilation of the proposed employment and training measures of the National Development Plan (NDP). The Chief Executive of the Employment and Training Corporation heads the Sectoral Working Group on Employment and Training which includes personnel from ETC and stakeholder organisations. Several workgroups were formed to work on the detailed measures that were to be submitted to the NDP Secretariat. 34 actions were proposed by the workgroups coordinated by the Corporation.

The proposed measures were passed to the NDP Secretariat at the Ministry for Economic Services in July 2002. ETC is keeping constant liaison with this Secretariat. During the year, ETC officials attended several meetings of the NDP Task Force.

## **Apprenticeship Board**

The Corporation set up the Apprenticeship Board made up of representatives of ETC, Malta College of Arts, Science and Technology (MCAST), the Education Division and Institute of Tourism Studies (ITS) and is chaired by the Manager of the Training Services Division of the ETC. The terms of reference are:

- To examine the dual-system structure of apprenticeship schemes in Malta.
- To discuss the theoretical content so as to ensure that it is in direct relevance to labour market requirements.
- To evaluate the provision of on-the-job training provided by employers.
- To improve the links between the ETC, MCAST, the Education Division and ITS.
- To establish working practices between the different entities.
- To identify ways and means that will increase the participation rate of apprentices and employers in apprenticeship schemes with special emphasis to increase female participation.

## **Steering Committees**

Three steering committees on employment services, supported services and training services offered by ETC have been set up. In this way the ETC aims to reach a higher level of stakeholder involvement in the design of policies, the evaluation of current services and the development of new services. The Malta Employers Association, the Malta Federation of Industry, the Union Haddiema Maghqudin, the Commission for the Advancement of Women, the Small Business Efficiency Unit, the Malta Hotels and Restaurants Association, the Malta Development Corporation, and the National Commission Persons with Disability are taking part in these committees, which also involve ETC officials.

## **Administrative support to the MPVQAC**

The Corporation started to function as the executive secretariat of the Malta Professional and Vocational Qualifications Awards Council (MPVQAC). Executive support was provided to co-ordinate the work of the Standards Development Boards, to maintain liaison with the European Training Foundation and to handle the

correspondence of the Council. The Executive Secretariat supported the development of the Council's Operational Plan. Through the Deputy Chairmanship of the MPVQAC, ETC took an active role in managing the activities of the Council.

### **ETC 7th Clients' Forum – "Education for Employment"**

More than 120 guidance teachers and youth counsellors attended the seventh Clients' Forum of the ETC, "Education for Employment", held last February at the ETC in Hal Far. The forum provided information about the labour market to actors in the field of vocational guidance to youths. Themes covered the employment situation, breakdown by gender of the unemployed registrants, the different education routes taken by girls and boys upon completion of compulsory schooling, ETC training courses sought after by women and men and the role of career guidance and counselling teachers in giving gender neutral information to girls and boys.

This forum for guidance teachers and youth counsellors complements ETC's efforts in informing compulsory school leavers on labour market trends. During the year under review students from various secondary schools visited ETC and were informed of the Corporation's services and market trends.

### **INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FORUM**

The Information and Communication Technology Forum, organised by the Employment and Training Corporation and the E-Malta Commission, serves as a catalyst as it adopts a proactive approach and brings together key players in ICT education to help them rationalise their efforts and identify and develop training programmes, which react rapidly to the ICT requirements of the private sector.

The first ICT Employers Forum, "Stepping from Theory to Practice – ICT Skills", was in March at the SAS Radisson Hotel. Its main aim is to encourage educators and industrialists in the swiftly developing field of IT to share ideas and resources and find ways of maximising the skills and resources available in Malta. As most participants at the Forum agreed, the global gap between demand for IT specialists and the supply, which cannot meet the demand with present educational and industrial strategies, is an opportunity for Malta to tap and organise all its (limited) resources and become an important player in the global IT situation.

The second forum was held in July at the Holiday Inn Crowne Plaza. This focused on the availability of ICT training in Malta and the results of a survey among local private and public ICT training providers.

### **Seminar for Trade Union Officials**

Two Seminars for officials of the *General Workers Union* and the *Union Haddiema Maghqudin* were held at ETC's main hall at Hal Far. The general secretaries of the *General Workers Union* and the *Union Haddiema Maghqudin* and ETC management personnel addressed the seminars, which explained the ETC services. The Corporation's employment, training and supported employment services were explained as also were ETC's role of capturing labour market information. The need for closer collaboration between ETC and the trade unions in cases of collective redundancies was emphasised.

## 5.0 Other services

### The introduction of the Fingerprint Recognition System

The Fingerprint Recognition System was first introduced in Mosta and gradually launched in other areas. The new system helps the Corporation in satisfying its primary roles that of keeping a register job seekers. Registered unemployed persons are issued with a registration card with their personal details and a numerical code for their fingerprint. The registration process consists of the computerized matching of the fingerprint code on the card with the actual fingerprint of the individual. During the renewal registration clients are given the following week's appointment, which may differ, from one of the week before. This facilitates the communication of the registrant with the employment adviser.

### IT modernisation and service improvement

The ETC website is continuously being improved to inform users about ETC and to permit job matching on the net. The number of hits on the Corporation's website between October 2001 and September 2002 was more than three million with 121,307 hits made on recent vacancies.

Employers looking for part time workers may use the ETC's Part-Time Employment Register on [www.etc.org.mt](http://www.etc.org.mt) where part-time job seekers place their CV. Such employers are given a login code and password after becoming members. Thus they obtain access to the restricted area containing information about job seekers. They can also submit vacancies and modify company details. Only employers registered with the Corporation as members have access to the personal details of the job seeker.

### Law Compliance

ETC's offers employment and training services to *bona fide* clients. But it also has the duty of identifying clients who may be abusing the system. Registered unemployed persons who refuse a job or training opportunity or are found working while registering, are struck off the unemployment register. 1,205 persons were struck off the unemployment register in the year under review. Results are shown in table 5.1.

**Table 5.1: ETC Law compliance.**

YEAR	1997-8	1998-9	1999-2000	2000-1	2001-2
Total Strike-Offs	762	713	1,545	1,488	1,205
Total Appeals to NEA	685	509	1,043	973	808
Appeals Upheld	253	77	364	337	315
Percentage of Cases Upheld	37%	15%	35%	35%	39%
Number of Inspections	6,060	6,975	7,540	6,388	5,623
Number of Infringements	2,542	2,808	3,901	2,206	1,616
YEAR	1997-8	1998-9	1999-2000	2000-1	2001-2
<b>Number of Infringements by Category</b>					
Working and Registering	301	385	728	534	373
Employment of Minors	44	61	134	37	6
Employment of Foreigners	115	192	161	77	46

Employment not reported to ETC	2,082	2,170	2,878	1,558	1,191
<b>Total</b>	<b>2,542</b>	<b>2,808</b>	<b>3,901</b>	<b>2,206</b>	<b>1,616</b>

Source: Labour Market Information

Management is not satisfied with ETC's performance in identifying abuses related to the unemployment register or employment notifications. The number of inspections performed was much less than in the last financial year resulting in less infringements being detected. Management is determined to investigate in depth the reasons behind this poor performance and to take the necessary corrective. Action in this regard has already been initiated.

## ***6.0 Research and Development***

The Research and Development Division is responsible for the research carried out by the Corporation in the field of employment and training. The core functions of this division involve the conducting and commissioning of research; assisting the development of a labour market knowledge base; acting as EU focal point; and promoting gender equality in employment and training.

### ***6.1 Research***

In October 2001, ETC launched its first two-year Research Programme. This programme is made up of fourteen diverse research projects. Launched during this past year were the following: the school-to-work transition of young people; women returnees to the labour market; employment and persons with disability; skills audit of the IT sector; atypical employment; training needs of the non-literate. Following an open call in the media and the issue of terms of reference, project proposals were assessed by a Selection Board and outsourced on the basis of research experience and subject expertise. The staff of the Division hold regular meetings with researchers to ensure that the terms of reference are met. The first draft report on Women Returnees was received in September 2002 and the Division will, in coming months, ask for feedback from key stakeholders in this area.

## **HUMAN RESOURCES DEVELOPMENT PLAN FOR THE MALTESE ISLANDS**

Work continued on the writing of the Human Resources Development Plan for the Maltese Islands. Several interested stakeholders were consulted and the Plan is now in its final stages of development.

### **Liasing with University**

The Division is building a series of links with the University. One such example was the Evaluation Placement this year, where three University students reading for a B.A. in Social Work and Social Administration undertook to evaluate ETC services. One student examined the Empowerment for Women course; a second looked at ETC's Traineeship Schemes. The third student evaluated the Community Work Scheme. University and Corporation staff jointly supervised students. ETC believes that such experiences are beneficial for both parties and intends to continue to strengthen these links.

## **Operational Research**

Two operational research projects were launched this year. The first addresses the Apprenticeship Scheme and – taking a sample of apprentices from the scheme's inception twelve years ago – is going to examine the labour market position of these apprentices as well as their opinions about the scheme and its impact on their working life. The second project seeks to determine the reasons for non take-up of the TEES Scheme – the Training and Employment Exposure Scheme – by those registrants who were eligible for it.

A survey among persons who opted for early retirement was undertaken by ETC with the aim of obtaining information about the reasons for early retirement and its effect on the labour market. A questionnaire was sent to persons who opted for early retirement from January 1997 to date and whom were neither working nor registering according to the Employment and Training Corporation database. A response rate of 34.5% was achieved 24% were females and 76% were males. Most of the respondents worked in the transport and communications sector, the financial sector, security services and the manufacturing sector. Findings indicate that men primarily opted for early retirement for health reasons while women cited family responsibilities as the main reason. This complements the fact that men are more likely to take the scheme at an age of 40 and over, while women take the scheme when they are much younger. 76% of respondents did not regret taking the scheme, whereas 11% admitted that their decision was not so wise. This very well relates to the fact that 89% of the respondents at the time they were interviewed were not looking for a job.

## **Co-Operation Agreements**

The agreements previously signed with Caritas, Paolo Freire Institute and the Literacy Unit of the University of Malta, the Richmond Foundation, Eden Foundation, were reviewed and new agreements were drafted and entered into with the same organizations. An agreement with Daritama is also being drafted and will be signed later this year. The agreement states that Daritama will provide literacy training to registered unemployed individuals.

## **Report on Vocational Education and Training**

The Division was asked to compile a report on vocational education and training provision in Malta by the Department of Social Security.

### ***6.2 Development***

The Research and Development Division aims to create a learning environment within the Corporation and to network with relevant entities outside it. This would lead to a better-informed public on employment and training issues in general. The Division has taken up various initiatives throughout the year to address this aim.

## **Monthly Media Monitoring**

In its efforts to keep abreast of local developments that bear upon employment and training in Malta, the Division conducts a daily review of all Maltese newspapers and takes note of all initiatives that relate to the four pillars of the European Union Employment Strategy, that is, improving the employability of workers; developing entrepreneurship and job creation; encouraging adaptability of businesses and their employees; and strengthening equal opportunities for women and men. At the end of each month, a summary report is drawn up and circulated to ETC staff as part of the drive to strengthen the knowledge base. Reports compiled to date cover the period March 2001 to May 2002.

## **Resource Centre**

The Research and Development Division is responsible ETC Resource Centre, which aims to be a library on matters concerning ETC's remit. The centre collects books, annual reports, reports commissioned by various organisations, statistical information, journals, periodicals and audiovisual material such as CDs and videotapes. These are available to all ETC employees.

## **Action Learning Group Initiative**

Following the setting up of the in-house internal communication and inter-departmental relations Action Learning Groups, the Division designed a nine-month development programme for all ETC staff. The Research and Development Division will be holding shortly a series of information sessions for all ETC staff.

## **6.3 Labour Market Information**

### **Revision of labour market statistics**

During the summer of 2001, the Labour Market Information Section (LMI) compiled information to revise the full-time employment data since 1983. Annual revised employment figures were published in October 2001, together with the relevant reports explaining all the changes taking place during the revision period. The National Statistics Office (NSO) published quarterly revised data for each year. Several presentations were made to interested stakeholders to explain the revised employment figures. In October 2001, the ETC issued a Revision Policy for its employment figures containing guidelines and time frames when it will be publishing revised employment figures for those in full-time employment. This policy does not cover the unemployment data, since unemployment figures are actual and based on self-registration.

### **Continuous capture and review of the labour market data**

Throughout the year, ETC continued to collect and verify information about the employed population. Ongoing efforts were made by the Human Resources Information Section to update the database of persons who are in employment and job seekers. The verification of data involved the checking of engagement/termination forms received from employers prior to inputting in the database. Moreover, the addresses of these clients are being updated with data from government's common



database to guarantee constant correctness. Not only so, but several letters were sent to employers to verify their employment records with those of ETC. Letters were also sent to part-time employees whose ETC records showed that they were still in employment to verify that they are still working part-time. This was an additional process for ETC as legally it was enough for ETC to receive information from employers about their part time employees; however, ETC wanted to scrutinise its data about part-timers by checking records with the employees themselves.

The data about the employed and unemployed population was forwarded to the National Statistics Office for publication. Several meetings were held with interested parties to discuss issues relating to the labour market data compilation. The NSO is lately discussing issues related to the NACE coding exercise, the separate statistical compilation for the island of Gozo, and the revision exercise of the part-time employed population.

### **Develop and collect monthly performance indicators**

Performance indicators for ETC operations were revised and upgraded to meet the statistical requirements of the Balanced Scorecard monitoring system.

### **Identification of Skill Gaps in the Labour Market**

Through the assistance of the Swedish National Labour Market Board, short-term indicators on skill or occupation gaps that exist in the local labour market were devised. A Swedish expert visited ETC between February and May 2002 to assist ETC to develop a forecasting tool. In April 2002, the first Employment Barometer survey was conducted among 300 employers. It received a 63% feedback. Results were published in July 2002. This project fulfilled the need to sound employers about their short-term human resource requirements and to gauge the quantity and quality of skills required by the labour market. This project involved the participation of employers, social partners and ETC staff who acted as interviewers. The Employment Barometer will be conducted every April and September. Our Swedish advisers were impressed with the Corporation's model ETC. They asked ETC permission to use the model in a capital city of a EU candidate country.

### **Tracer reports for Graduate and School leaving populations**

Data about the labour market status of graduates and school leavers was compiled. The graduate tracer study report for 2001 graduates will be published this year. The school leavers tracer study will be published in November 2002. Data for last year was incomplete since not all schools supplied the necessary data of students.

## **ASSISTING OTHERS IN CONDUCTING THEIR RESEARCH**

ETC formed part of a committee set up by the Ministry for Social Policy to discuss and propose a plan of cooperation between all departments falling under the Ministry for Social Policy to deal with socio-economic issues effecting Malta. ETC discussed with the Malta Environment and Planning Authority housing issues, which may affect the labour market dynamics. ETC was invited to comment and forward its recommendations on the draft Employment Topic Paper. ETC participated in the

Graduate Potential Working Group of the University of Malta and the second Graduate Potential Seminar held in February 2002.

#### ***6.4 European Union***

During the year the Employment and Training Corporation took part in a series of EU initiatives. The Research and Development Division was involved in the following initiatives.

##### **The Joint Assessment Paper on the Employment Priorities of Malta**

In October last year the Government of Malta and the European Commission signed the Joint Assessment Paper on the Employment Priorities of Malta. Following the signing of the Paper, a technical seminar was organised jointly with the Ministry for Social Policy, the Employment and Training Corporation, and the European Commission to promote awareness of the policy priorities outlined in the Joint Assessment Paper and to encourage broad ownership of the measures that will act as a direct response to the said priorities. The seminar, held at the Radisson SAS Bay Point Resort Malta in November 2001, was well attended by representatives of several ministries, departments and social partners. A series of speakers addressed the seminar that in turn discussed the relevance of the priorities outlined in the JAP for Malta and how these should be implemented and monitored. An open discussion followed each presentation.

##### **Progress Report 2002**

Following the compilation of the Joint Assessment Paper on the Employment Priorities of Malta, the Employment and Training Corporation drafted the Malta Progress Report 2002. The Progress Report contains information on all the initiatives taken up by Malta that address the priorities set out in the JAP for the period November 2001 to April 2002. It also includes a set of indicators that give wide statistical information on Malta's economic and employment situation. The drafting of the report involved consultation meetings with the Employment Focal Points of the Labour Market Policy Committee who were asked to report about all the relevant initiatives taken up by their respective organisations that could be included in the report.

ETC reported progress regularly to the Ministry for Social Policy on local developments occurring concerning commitments entered into issues related to employment, training and freedom of movement policies and legislation of the European Union.

##### **Social Dialogue and EMU in the Candidate Countries**

The Employment and Training Corporation is currently participating in a project carried out jointly by the European Foundation for the Improvement of Living and Working Conditions and the Swedish Work Life and EU Enlargement entitled: "The Role of Social Dialogue in the Preparation for EMU in the Candidate Countries". The aim of the project is to gather employers, trade unions, governments and researchers to investigate the role of social dialogue in the preparation process for European Monetary Union (EMU) and how it could lead to a better economic and employment

situation. A workshop for representatives of the social partners was held in Malta in March 2002. Prof. Edward L. Zammit, deputy chairman of the ETC, was assigned the drafting of a development plan on social dialogue in Malta. A Maltese delegation was then invited to participate in a workshop for all participating countries to discuss the economic situation in their respective country and discuss the contents of the development plans. The workshop was organised in Vienna in May 2002. Preliminary results of the development plans are to be discussed in another joint development seminar to be held in September 2003.

### **European Training Foundation Monograph**

The European Training Foundation is currently drafting a monograph that contains an overview of the Maltese situation regarding vocational education and training and lifelong learning in the context of Malta's national employment policies. Experts Prof. Ronald Sultana and Ms. Anna Spiteri are drafting the monograph together with Prof. David Ashton who is the international expert in the field of education and training. The researchers met individually representatives of government and social partners to gather information on the subject on an individual basis. These meetings were coordinated by the Research and Development Division, which included an introductory meeting to all those representatives who were going to be approached by the researchers. During the meeting there was discussion about the Monograph and the contribution of the stakeholders in the drafting of the Monograph. Mr. Gerard Mayen and Mr. Jean Raymond Masson from the European Training Foundation addressed the introductory meeting, which was held in November 2001 at the ETC Valletta Training Centre.

### **National Development Plan**

As part of its pre-accession process, Malta is currently drafting a National Development Plan. The National Development Plan will set the development framework for the Maltese Islands for the medium-term, addressing all aspects of both social and economic development. The National Development Plan will serve as a planning tool for Government, and as a document to bid for resources from the EU's Structural Funds when Malta joins the European Union. The Research and Development Division was involved in the drafting of the situation analysis concerning the employment and training situation and the setting up of the sectoral working group on employment and training. The working group included representatives of all social partners. The group agreed about the situation analysis that was then forwarded to the NDP Secretariat.

The Research and Development Division was invited to represent the ETC in a consultation meeting organised by the Department for Women in Society. The objective of the meeting was to discuss the department's proposal to carry out a research project in connection with women's employment and career progression in line with Government policy. The proposal aims to increase women's participation in the labour market. The stakeholders present recommended a number of projects. These projects covered aspects such as childcare, career progression, training, helping disadvantaged women, women's entry into the labour market, and tax incentives to those women who wish to take up employment or self-employment.

## **Twinning Project Malta – Balearic Islands**

ETC is represented in the Twinning Project on regional policy between the Maltese Regional Policy Directorate and the Spanish Government. The Twinning Project involves a whole year programme in which a series of workshops are held on a regular basis by different Spanish guest speakers who are directly involved in the drafting and monitoring of the Spanish National Development Plan. The project is intended for government representatives who are directly involved in the drafting of the Single Programming Document for Malta and the implementation and monitoring of the measures outlined in the document. ETC participated in the three workshops organised so far that dealt with the European Structural Funds, the European Social Fund and the Community Initiatives respectively.

## **Seminar on European Social Fund**

All the members of the ETC management team and selected ETC personnel participated in a seminar organised by the Staff Development Organisation at the Office of the Prime Minister on the European Social Fund. Mr. Bernard Zahra from the Directorate-General for Economic and Monetary Affairs and Mr. Joao Delgado from the Directorate General for Employment and Social Affairs addressed the seminar. The guest speakers gave details about the EU Council Regulation No. 1260/1999 laying down general provisions on the structural funds and the Regulation No. 1784/1999 of the European Parliament and the Council on the European Social Fund respectively.

## **Work Life and EU Enlargement Project**

The Employment and Training Corporation is currently participating in the Work Life and EU Enlargement Project managed by the Swedish National Labour Market Board. Following a launch conference held in June 2001 in Stockholm, a series of workshops were held in all EU candidate countries on specific labour market issues. Each workshop will launch a practical implementation project, located in a particular national context, but with international participation from the project team, and communication of progress and results to participants across the programme. One of the principal aims of these "Work Life and EU Enlargement" workshops is to emphasise the interaction, and the resulting added value, between active labour market policies and good working environments and occupational health conditions. It is recognised that the applicant countries are at different stages of development in this area of employment and social policy.

The workshop in Malta on "Access to the Labour Market for Persons with Disability" was held in October 2001. Present at the workshop were the Swedish delegation led by Mr. Anders L. Johansson, Director-General National Labour Market Board of Sweden, representatives of the Employment and Training Corporation, the National Commission Persons with Disability, and trade unions. The subjects covered during the seminar were:

- Different methods of assessment of employability of disadvantaged persons and their training requirements in order to attain a suitable job.

- Examples of the best training methods for disadvantaged persons. Papers and discussions included careful assessment of on-the-job and off-the-job training such as training held at specialised training centres, and how disadvantaged persons can transfer the skills acquired at the training centres to the workplace.
- The skills and the training methodologies that should be adopted by trainers who train disadvantaged persons.
- Different types of incentives, other than financial incentives, that could be adopted in order to encourage employers to employ disadvantaged persons.
- Different measures that can be adopted to integrate disadvantaged persons at the workplace.
- The kind of support required by disadvantaged persons to maintain their job including financial, physical and psychological support.

The then Deputy Prime Minister and Minister for Social Policy Dr. Lawrence Gonzi concluded the workshop.

An agreement was reached with the Swedish National Labour Market Board to assist ETC in the training of its employees working with persons with disability and those of partner organizations on how to be more successful in placing disabled persons in employment. For the purpose, a weeklong training programme was held in Malta in June 2002 led by Swedish experts. This was followed up by a visit to Sweden by the Maltese trainees who visited centres providing training and employment services to persons with disability.

### **EU Directives on Part-Time Work and Posting of Workers**

ETC participated in the workshop organised by the Department of Industrial and Employment Relations and the Staff Development Organisation at the Office of the Prime Minister in collaboration with the Centre des Etudes Europeennes, Strasbourg on the EU Directives 97/81/EC Framework on Part-time Work and 96/71/EC Posting of Workers in the Framework of the Provisions of Services. Mr. Jean Michel Crandal and Mr. Guy Vignale from the Industrial Relations Directorate Ministry of Labour, France, addressed the workshop. The speakers also gave information about the adoption of these directives in France.

### **STATE AID SEMINAR**

A number of ETC employees participated in a seminar on state aid and the implications with accession in the EU held in September. “State Aid Policy and Practice in the EU” seminar was organised by the ETC, the Malta Development Corporation and IPSE with the support of the European Commission Delegation to Malta. Professor Phedon Nicolaidis was the main speaker of the seminar. Topics covered included concepts of state aid, EC procedures and the distinction between operating and financial aid.

### ***6.5 Gender equality***

The Research and Development Division is responsible for gender affairs and gender equality in employment and training. It represents the ETC in seminars and other

initiatives that deal with gender issues and has a Gender Focal Point that reports to the Department for Women in Society on the initiatives taken up by the Corporation in relation to gender issues.

### **Report for the Department for Women in Society**

The Gender Focal Point passed on a report to the Department for Women in Society at the end of January 2002. The report contains information on all the initiatives taken up by the ETC that concern gender issues. Initiatives include both those concerning staff working at the Corporation and those concerning ETC clients.

### **Participation in Gender Focal Point Seminars**

ETC's Gender Focal Point participated in a number of seminars organised by the Department for Women in Society. The seminars included training for gender trainers. Such training showed how gender focal points could deliver information on gender issues to their colleagues and other parties. Other seminars delved on issues such as gender equality legislation, methods of how to gender mainstream projects, the socio-economic conditions of women in Malta, and gender mainstreaming of Government policy and operations. ETC's Gender Focal Point gave information on how to gender mainstream Government services and gave examples of the initiatives taken up by the ETC during the past year.

### **ETC Gender Equality Action Plan**

The Division drafted an ETC Gender Equality Action Plan that identifies issues in gender equality in employment and training and sets out recommendations on how to implement a gender mainstreaming policy in all of the Corporation's services. The plan will be launched later this year.

### **FHRD Seminar Equal Pay for Work of Equal Value?**

The Corporation was represented at a seminar organised by the Foundation For Human Resources Development in collaboration with the Malta Employers' Association and the Workers' Participation Development Centre of the University of Malta on "Equal Pay for Work of Equal Value?" Guest speakers discussed the European employment policy and the proposed Employment Relations Act.

### ***7.0 Communicating with our public***

The activities of the Communications Office throughout this financial year can be viewed according to its three-fold function:

#### **To improve the internal and external communications**

The Communications Office (CO) informed the Corporation's employees, with its weekly e-mailed media events bulletin, anticipating certain ETC activities such as forums, seminars and press conferences, Corporate media exposure, the launching of new ETC services and initiatives. The use of the Corporation's intranet and the e-mail as tools to inform employees was further developed. Through print adverts, the CO

heavily publicised the introduction of the new Direct Dialling In telephone numbers with the public. Our web site [www.etc.org.mt](http://www.etc.org.mt) is emerging as the favourite source of information among ETC external clients. The CO is responsible for the content management of both intranet and Internet sites and answers all incoming e-mail queries. The year the CO issued three editions of its well received newsletter, ETC Update, distributed among all ETC employees, all local councils and 700 employers. Following the reports by the Action Learning Groups, the CO was entrusted with the responsibility of improving internal communications through the development of an Internal Communications Strategy. The holding of forums and seminars with certain ETC client groups, were pivotal in churning the right information regarding the ETC to, and building bridges with, the right audience, particularly with trade unions and teachers. The Communication Office was responsible for the production of an instructional video on how to use the newly introduced fingerprint recognition system.

#### **To act as a public relations office and further promote the Corporate image**

The Corporation kept a strong presence on local TV and radio stations. Throughout this financial year a healthy relationship was maintained with the local press, by answering journalists' queries, issuing press releases and calling press conferences when necessary. The constant monitoring of both the print and electronic media helped ETC to react immediately to certain misconceptions or misinformation and kept the corporate image high.

#### **To market and promote the Corporation's activities and services**

By using empirical data to impart the best message and target the right audience CO has this year designed and implemented several marketing campaigns to promote among other services and initiatives, ETC's new construction traineeships and the apprenticeship schemes. As part of such campaigns, ETC produced several leaflets and adverts, sought media coverage and exposure on various stations and newspapers and erected street billboards. The Corporation's services were marketed on the print, TV and radio media. The use of the Balanced Scorecard helped to monitor the effectiveness of such adverts.

The CO was co-responsible for the organisation of European Commissioner Anna Diamantopoulou's visit to ETC and meeting with social partners last October, the holding of the apprentices' graduation evening in April, the visit to Malta and meeting with social partners of the delegation of the European Foundation for the Improvement of the Working and Living Conditions in May.

### **8.0 *Human Resources Development***

#### **Staff Climate Survey**

The Staff Climate Survey was the most significant exercise of the Human Resources Department carried out this year. Conducted by Future Focus Ltd, the survey measured the energy levels of employees and the degree of alignment between individuals' and organisation's goals. The tail end of the Climate Survey was the setting up of two action learning groups assigned with the task of translating the words into actions and finding solutions to the problems indicated by the survey. One action-learning group focused on Communications while the other dealt with Interdepartmental Relations.

Following several meetings the groups drew up reports with recommendations on how to improve the current situation. The reports were presented to management in July 2002, which in turn committed itself to implement the feasible recommendations and also repeat the climate survey this year.

### **Interdivisional/Departmental Meetings**

Management is holding monthly Interdivisional/Departmental meetings to ensure open communication with all staff and to keep staff informed of ETC performance, achievements and challenges. Interdivisional meetings are serving to keep staff informed of the services provided by the divisions other than their own.

### **Selection and recruitment**

The Corporation continued to strengthen its workforce within the Employment Services and the Training Services Divisions. The purpose was to deploy more staff on the implementation of active employment and training measures that benefit the unemployed. ETC also recruited a person to function as the executive secretary of the Malta Professional and Vocational Qualifications Awards Council. The Corporation engaged three IT trainees who are following a traineeship leading to the NCC qualification in computer studies. While learning, these trainees will provide IT support to the operational divisions of the Corporation.

### **Promotions**

Two management posts were internally filled. A new post of Senior Executives was created to strengthen ETC's capability in promoting its programmes and schemes. This post was internally filled, as also was the post of Senior Executive, Supported Employment Section left vacant after the retirement of the previous job incumbent. One employment adviser, one Customer Care Executive, and one Labour Market Information Executive were internally appointed.

### **Training and Development**

As from 2002, new recruits are benefiting from a three-day induction programme aimed at facilitating one's introduction to the organisation. A number of Clerks and Senior Clerks have attended computer courses (such as Access; Word and Excel) and secretarial skills courses on individual request. A number of ETC employees benefited from courses delivered by agencies such as Caritas, an ETC partner organisation. Such courses as those on adolescence are particularly relevant to the Youth Employment Advisors as well as to staff working at the Supported Employment Section and the Apprenticeship Schemes Section. Eleven employees from different Divisions followed Civil Protection Training Courses on Basic First Aid, Basic Fire-Fighting and Basic Rescue.

Over the past year, 30 ETC employees from the grade of executive and above benefited from a two-week placement with FAS, the counterpart Public Employment Service in Ireland. This was made possible through the Leonardo da Vinci European Union Programme. The programme for beneficiaries from the Training Services Division consisted of briefings about the FAS apprenticeship training, course content,



course administration, FAS certification programmes, FAS course evaluation systems observation of traineeship sites and of apprenticeship courses. The programme for Employment Services Division beneficiaries provided an exposition of FAS interventions for the unemployed; vacancy/placement systems, visits and briefings on specific services such as EURES advising and services for persons with disability. In both cases the programmes were reviewed and evaluated twice by the organisers and beneficiaries.

During the year under review, a training needs analysis of ETC personnel was undertaken. For next year a number of courses are planned including the ECDL course, health and safety courses and talks on technical, work-related aspects as well as on more personal development topics. A course leading to the Diploma in Social Studies (Occupational Guidance and Career Counselling) was drawn up together with the WPDC of the University of Malta, primarily but not exclusively aimed at ETC personnel. The Action Learning Groups suggested the implementation of an internal placement/exchange programme called Nardinu/a that simulates the EU Leonardo da Vinci Programme. Placements will be done internally to expose staff to new experiences.

### **Sponsorships**

ETC is currently sponsoring PhD studies for one of its employees as well as postgraduate studies at Masters level for three employees. Four employees are pursuing Diploma courses while three employees are pursuing certificate courses through ETC sponsorship.

### **Safety, Health & Environment**

The Health and Safety Committee was revived in September 2002. There are six members on the committee two being Union representatives and one representing management. Its main responsibilities are to assist management in drawing up a Health and Safety Policy and a custom made manual for ETC as well as assist management in conducting a risk audit.

### **Community relations initiatives**

The Blood Drive has become a regular activity. Every four months employees are urged to participate in this good cause. Over the past year the number of participants has increased from 7 in November 2001 to 12 in August 2002.

Instigated by one of the recently recruited employees, ETC participated for the first time in the Swimathon Challenge – a fund raising activity organised by the Park of Friendship, which offers leisure and therapeutic programmes for the disabled. Four employees took part in this stint and swam for one hour raising LM 120 in sponsorship from ETC employees.

### **Industrial relations**

The new UHM Committee was elected towards the end of March 2002 and relations between management and employees and their trade union are very healthy.

## **Staff welfare – Summer Entertainment Zone 2002**

The Summer Entertainment Zone – a staff child care facility launched in 2001 – is being run for the second consecutive year with this year's average participation of children having doubled to twelve. Professional child-minding facilities are being offered to staff in a safe and appropriately equipped environment within ETC precincts for children to enjoy a variety of summer activities, which are educational, entertaining and creative.

### ***9.0 Improving client satisfaction through quality management***

ETC started to implement the Quality Management System with the introduction of the system's major tool, the Balance Scorecard. Such a move was necessary due to the rise of new ETC services, which are increasingly client oriented. In order to understand the needs of clients and their use of ETC services, one has to gather information about throughput to determine whether targets are being reached and to extract trends. For this purpose, the Balanced Scorecard performance management tool was introduced in January 2002 at the Employment Services Division, the Support(ed????) Services Division, the Finance and IT Division, the Training Services Division, and the Human Resources Department. These scorecards translate and interpret the operational processes of the Corporation. The introduction of the BSC brought changes in operational processes and made the employees more aware of the needs of their client groups by striving to reach and exceed set targets. The data being kept for the monitoring of operations is gender disaggregated.

Following contacts between ETC and the European Foundation for Quality Management (EFQM), a discussion forum was opened on the EFQM website on how qualitative Balanced Scorecards are used in non-profit organisations. A summary report on the role of the Corporation was communicated to the EFQM, which in turn opened a discussion forum among its Excellence One members on this topic.

### **Preparation for ISO 9001 certification for ETC**

In preparation of the ISO certification's implementation in the Corporation, 161 Standard Operating Procedures and 130 Documents and Forms/Support Documents were written since October 2001. In December 2002, management will examine in depth what it has achieved so far in this regard move forward in acquiring ISO 9001 international accreditation.

The implementation of ISO certification is the way forward towards corporate excellence. ISO standard certification will help the Corporation in supplying quality services to its clients. The design and implementation of the quality system to comply with the requirements of ISO 9001 for ETC requires:

- The writing of a quality manual describing the Corporation's quality system at a strategic level.
- The writing of Standard Operating Procedures to describe the work processes.
- The creation of a system to control distribution and re-issue of documents.

- The design and implementation of corrective and preventive action systems to prevent problems from recurring.

Eventually this will help:

- Identifying the training needs of many of the Corporation's personnel;
- Using measuring aids to test the quality system;
- Training ETC employees in the operation of the quality system;
- Planning and conducting internal quality audits;
- Attending to the requirements of new standards which the Corporation may want to introduce in the future.

The introduction of the ISO Quality System is expected to bring about several benefits including error reduction resulting from better systematic inspection, increased employee quality consciousness and improved services to clients.

### **Benchmarking with other Public Employment Agencies**

ETC drew up a report on how to carry out competitive benchmarking with public employment service organisations providing similar services in Europe after a visit by the Senior Executive Business Development to the EFQM Headquarters in Brussels. ETC is a member of EFQM.

Benchmarking is the continuous process of measuring and comparing results, process and practices against leaders, allowing the identification of best practices, which lead to sustained and improved performance. It involves identifying areas where improvement would make the most significant difference, setting standards, finding out how the 'above average' performers meet those standards and applying lessons learned to meet and exceed those standards.

By benchmarking ETC performance with that of other public employment service agencies, ETC will accept that change is a constant, inevitable and positive process that inculcates a learning culture. Benchmarking will assist ETC to overcome set paradigms and to recognise the achievements of leading organisations. Benchmarking provides a systematic process for performance measurement and leads to increased customer satisfaction.

### **The Customer Care Function**

The Customer Care function within the Chief Executive's office listened to and investigated client complaints and provided feedback. The installation of a new telephone system improved internal and external communication. ETC's facilities, including indoor environment, are continuously being upgraded to meet modern standards.

### ***10.0 International networking and ETC employees' visits abroad***

Several initiatives were taken during the year to participate in international events concerning employment and training. The international networking efforts and visits abroad conducted throughout the year were mostly related to Malta's preparations to join the European Union in areas that concern ETC's remit.

### **Swedish Labour Market Board, Stockholm – October 2001**

The scope of this study visit was to enable close observation of the employment forecasting methods used by the Swedish Labour Market Board to predict the market's demand for labour. The visit consisted of a series of meetings with top officials within the forecasting department. It was stressed throughout that maintaining good relationships with employers is critical to the success of forecasting. The visit was particularly useful in terms of learning from the Swedish forecasting procedures.

### **CEDEFOP Study Visit, Dublin – October 2001**

This study-visit was organised by CEDEFOP, the European Centre for the Development of Vocational Training in Dublin, Ireland. The theme of the visit was small medium sized enterprises and information communication technologies. Participants had the opportunity to visit a number of Irish organisations that deal directly with SMEs such as the Department of Education and Science; the Department of Enterprise, Trade and Employment; the Higher Education and Training Awards Council; Enterprise Ireland; the Employment and Training Authority (FAS); the Irish Business and Employers Confederation; and the Chamber of Commerce. During these information sessions participants were briefed about various initiatives that are being taken up to help small medium enterprises develop their operations and human resources. Participants also had the opportunity to visit small enterprises operating in the IT and communications sector.

### **Conference on PES and vocational training, Charleroi – October 2001**

ETC was represented at the Conference on 'Innovations in public employment and vocational training services' organised by FOREM in Belgium. The conference aimed at strengthening the work carried out by public employment services and vocational training providers at EU level and at providing participants with an opportunity to share their experience and vision about their modernisation process particularly as regard customer and partner relationship.

### **Employment Week, Brussels – November 2001**

This annual conference was organised by the Employment and Social Affairs Directorate General of the European Commission. A range of speakers addressed the conference. The tone was positive – the number of persons in employment had increased by some 10 million since the late nineties and unemployment was at its lowest level for a decade. However, speakers stressed the importance – especially in the face of September 11<sup>th</sup> events – to sustain the momentum of the Employment Strategy and the Lifelong Learning initiative. It was stressed throughout that the greatest contribution to employment policies occurs at local level and thus national governments should support local initiatives to create more and better jobs.

### **National Observatories Meeting, Turin – November 2001**

This conference was held at the European Training Foundation in Turin. The scope of the visit was for candidate countries to learn from each other in the area of observing

and reporting upon labour market developments. Although Malta – like Cyprus – does not have a National Observatory, it was invited to join this learning experience. The workshop also addressed Human Resource Planning, and a meeting was held on the Company Skills Survey carried out in four candidate countries.

### **Global Employment Forum, Geneva – November 2001**

The aim of the Forum was to consider the employment aspects of promoting growth and reducing poverty in a global context, and to explore combined approaches to the problems ahead by bringing together senior policy makers, major international organisations, business leaders, trade union representatives, academics and opinion leaders. Some issues discussed were how ICT can be harnessed to create employment and support development, skills for employability including the challenge of youth unemployment, international policy coordination, overcoming constraints to entrepreneurship and business growth and maximising the employment benefits from trade and investment.

### **Employment and Social Exclusion, Brussels – February 2002**

This workshop was organised by the European Commission in Brussels, and attended by representatives of the governments of candidate countries. The workshop addressed the future co-operation with candidate countries on employment and social exclusion. As regards employment, the discussion centred on the process followed by candidate countries prior to participating in the EU Employment Strategy after accession. In particular, the Joint Assessment Paper and the annual Progress Reports were discussed. As regards social inclusion, the objectives and indicators that will form the basis of the Joint Memorandum on Social Inclusion were then examined. These Memoranda must be written and co-signed by candidate countries and the EU Commission prior to accession. Already in place in member states, this initiative seeks to combat poverty and social exclusion.

### **Negotiation meeting, Brussels – March 2002**

An ETC official led a Maltese delegation to the European Commission to discuss the terms and conditions for Malta's participation in the Community Action Programmes implemented by Directorate General Employment and Social Affairs. Malta was particularly interested in participating in the Programme to Combat Social Exclusion and the Programme on Employment. Agreement was reached to start participating in the former programme.

### **Five years after Luxembourg and two years after Lisbon: Making the European Employment Strategy Work, Maastricht – March 2002**

The subjects discussed during the seminar included the achievements obtained to date by the European Employment Strategy; how the Luxembourg process works; the further development of the strategy; how the national employment services can develop their delivery system, services and working methods; the open method of co-ordination; and the benefits and limits of benchmarking as a tool to improve employment performance of national labour markets.

### **Placements under the Leonardo da Vinci Programme in Ireland – April 2002**

30 ETC officials from the grade of executive and above, completed a two-week work experience programme with FAS in Ireland.

### **Visit to EURES and Jobcentre Plus in London – April 2002**

The purpose of this visit by the Corporation's Euro advisers was to obtain a broad overview on both the EURES network and Job Centre Plus operations. The main two objectives were to gain further insight and ultimately provide clients with information on possible job opportunities in other European countries and to provide support to all Euro advisers in EU member countries.

### **Social Dialogue and EMU in the Candidate Countries, Vienna – May 2002**

The purpose of the workshop was to gather employers, trade unions, governments and researchers in order to investigate and to assess how social dialogue can best be utilised in the preparation process for European Monetary Union (EMU) in order to generate economic growth in harmony with employment and social protection in the applicant countries. Some issues discussed were EMU, social dialogue, and the Europeanisation of industrial relations, a trade union perspective of EMU and social dialogue, and employers' federation perspective on EMU and social dialogue. The Maltese team presented the national development plan on EMU and Social Dialogue, which will in turn be presented at the Danish presidency conference October 29-30, 2002, which is to cover the Future of tripartism.

### **Balanced Scorecard and Benchmarking Seminars, Brussels – May 2002**

An ETC official attended two workshops organised by the European Foundation for Quality Management (EFQM) in Brussels in May 2002 on the use of the Balanced Scorecard and benchmarking. Apart from attending these workshops, the ETC official was also assisted by EFQM officials to obtain further knowledge and information regarding the Balanced Scorecard and Benchmarking techniques and the further application of these techniques at the Corporation.

### **Mid-term Conference of the Work Life and EU Enlargement Project, Dublin – June 2002**

The Employment and Training Corporation was represented during this Conference that sought to discuss the progress achieved to date on projects covered by the Work Life and EU Enlargement Project managed and funded by the Swedish National Labour Market Board. The projects ongoing in each country were presented. Participants from all candidate countries discussed their projects, the comprehensive network programme, the role of social partners, and the dissemination of results.

### **Conference on increased co-operation in European vocational education and training, Brussels – June 2002**

This conference discussed the steps that must be taken at European level to promote vocational training at European level and to foster transparency and recognition of

vocational qualifications and competences. Two separate forums on quality in VET and transparency of qualifications were set up. The European Training Foundation will be assisting candidate countries to participate actively in these forums.

### **Employment and labour market insertion strategies as a tool for social inclusion, Toledo – June 2002**

The seminar, organised by the EU Dublin-based European Foundation for the Improvement of Living and Working Conditions and the Spanish EU Presidency, primarily discussed the effectiveness of the strategies to promote employability and job opportunities in the labour market. It included various expert speakers and participants from EU member states and candidate countries.

### **Meeting of the Group of Specialists on employment for marginalized groups (CS-MA)**

The Secretariat of the Council of Europe has convened this meeting of nine specialists from Albania, Austria, Czech Republic, France, Lithuania, Malta, Moldova, Portugal, and the Russian Federation. The Bureau of the European Committee on Social Cohesion (CDCS) has selected these specialists in accordance with the terms of reference of the CS-MA. The establishment of the specialist Group, CS-MA, forms part of the framework of social cohesion activities initiated and overseen by (CDCS) to which CS-MA reports in general through the Secretariat. The work of the CS-MA Specialist Group will be to act as a forum of exchange of good or interesting practice on a Pan-European level on labour market access for marginalized groups. The Committee will hold four meetings the last of which will be held in November 2003. The Senior Executive at the Supported Services Division who was one of the nine specialists chosen to form this committee was elected as Vice-Chairperson.

### **Social Inclusion through Social Dialogue, Denmark – September 2002**

This conference was organised by the Danish Presidency of the European Union. It was held in Skagen, Denmark, and attended by representatives of member and candidate countries. The conference addressed the economic and political need to bring about the social and economic inclusion of all. The Presidency called upon the governments of Europe to strengthen civil society and develop close ties with social partners who can help define common needs and promote common interests.

### **Twinning Project: Study Visit, Balearic Islands – September 2002**

This study visit to the Balearic Islands was organised by the Maltese Regional Policy Directorate and the Spanish Government. The study visit formed part of the Twinning Project set out between the Balearic Islands and Malta. The project covers a whole year. The scope of the study visit was to get a better insight of how the Balearic Islands manage EU funds. Maltese participants hailing from different ministries and government organisations had the opportunity to view training projects and other initiatives co-funded by the EU and the Balearic Islands government. They also met officials directly involved in the management and evaluation of such projects.

## CONTACT SEMINAR NORWAY

ETC participated in a seminar, **Linking up for Mobility in Europe**. The aim of the seminar was to promote a bilateral student/apprentice exchange programme between Norway and the twelve negotiating countries in the European Union. The exchange programme though similar in concept is independent of the Leonardo da Vinci programme available by the EU. The programme is administered by the National Institute of Technology, the office that administers the Leonardo da Vinci programme in Norway.

### **Monograph Conference Brussels – September 2002**

The conference provided candidate countries with preliminary conclusions of the monographs exercise prepared on request of DG Employment with the view to contribute to the monitoring of the Joint Assessment Papers of employment priorities. The main objective of the working meeting was to discuss the main results of the monographs with the key policy makers responsible for labour and vocational education and training in the candidate countries. During the conference representatives of the commission presented a cross-country analysis, followed by an in depth evaluation of each countries monograph.

### **11.0 Financial Management**

During the year under review the Corporation continued to use the cost-centre budgeting technique to control its expenditure and thus the benefits of this system have been maintained. The introduction of new software intended for the payment of the Corporation's Initiatives to beneficiaries through the direct credit system has facilitated the payment and administration of these schemes to a great extent. Thus the Corporation could cater for the increase in operational programmes this year in the most efficient manner. Further efforts will be made during the next financial year aimed towards the installation of new accounting software with the aim of improving the Corporation's control and financial reporting systems.

The Corporation's total budget for 2001/2002 amounted to Lm2.94 million, which is 24% higher than that of last year. Actual expenditure for the year amounted to Lm2.87 million, which is again 60% higher than that of last year. Most of the increase is reflected in the Corporation's operational programmes. Training grants that were paid under the IDA between October 2001 and September 2002 amounted to Lm376, 957.

The major items for the year are being highlighted in table 11.1 below.

**Table 11.1: Major financial items of the year 2001-2002.**

Expenditure	1999-2000	2000-2001	2001-2002	
	(%)	(%)	(%)	Lm, 000
Staff costs	57	51	35	995
Operational Programmes	17	25	43	1,237
Administration	20	20	15	430



Capital	5	4	7	207
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>2,869</b>

Source: ETC, Finance & IT Division, October 2002.

The cost-centre budgeting technique facilitated the control of the Corporation's expenditure. The integration of information concerning expenditure to date on employment and training initiatives with information on throughput from these programmes enabled the Corporation to monitor expenditure on a regular basis and to easily relate throughput to costs. This contributed towards more efficient allocation of resources.

### Information Technology

Further enhancements on the National Employment Database and ETC's website were carried out. In the year under review ETC introduced another electronic service for employers: submission of engagement and termination forms on our web site. The Apprenticeship Schemes database was updated and implemented. IT staff provided the necessary training and amendments to the application to make this possible. During the year under review, two modules to provide for the administration of short courses and job planning for the unemployed were developed.

During the year under review the IT division focused to great extent on the implementation of registration via biometrics equipment. This entailed a collective and co-ordinated effort between ETC staff and the suppliers of the system to ensure that the desired results are achieved. Towards the end of the financial year the post of Senior IT co-ordinator was created with the aim to improve the division's communication channels with other divisions within the Employment and Training Corporation. The recommendations contained in the Information Systems Strategic Review started being implemented this year.

### Appendix 1

<b>Occupational Preferences of the unemployed</b>						
<b>Occupational Group</b>	<b>September 2001</b>			<b>September 2002</b>		
	<b>Men</b>	<b>Women</b>	<b>Total</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>
<b>Manual</b>						
Construction	407	1	<b>408</b>	515	1	<b>516</b>
Metal Working	208	0	<b>208</b>	269	0	<b>269</b>
Wood Working	0	0	<b>0</b>	0	0	<b>0</b>
Printing	14	1	<b>15</b>	20	1	<b>21</b>
Textiles	9	6	<b>15</b>	11	10	<b>21</b>
Miscellaneous Other Manufacturing	2,018	170	<b>2,188</b>	2,252	284	<b>2,536</b>
Catering	157	23	<b>180</b>	187	27	<b>214</b>
Other Service Workers	66	72	<b>138</b>	100	83	<b>183</b>
Labouring	1,370	161	<b>1,531</b>	1,596	190	<b>1,786</b>
Agriculture	81	1	<b>82</b>	99	0	<b>99</b>
<b>Non-Manual</b>						
Clerical	340	344	<b>684</b>	437	486	<b>923</b>
Supervisory	32	11	<b>43</b>	41	12	<b>53</b>

Technical & Professional	186	63	249	254	93	347
Miscellaneous	278	196	474	293	259	552

Source: ETC Labour Market Information, October 2002.

## Appendix 2

<b>Employment Services</b>					
	1997-8	1998-9	1999-2000	2000-1	2001-2
<b>Placement Services</b>					
Job Vacancies	4,687	4,711	6,591	7,567	7,020
Submissions	61,074	77,777	119,031	117,105	112,924
Placements	1,878	2,305	2,564	2,669	3,162
Placement to Vacancies Ratio	40%	49%	39%	35%	45%
<b>Placements:</b> Private	1,511	1,697	1,814	1,805	2,311
Public	367	608	750	864	851

Source: ETC Labour Market Information, October 2002.

## Appendix 3

### Profile of trainees attending ETC Training Programmes October '01-September '02

Type of Course	Total	Gender		Age Group				
		Men	Women	16-24	25-39	40-49	50-59	60+
<b>Malta (Non-Trade Courses)</b>								
Office Skills	218	59	159	174	18	20	6	0
Windows/Word/Excel	343	188	155	114	89	75	48	17
One day Computer Course - I.T. For You	956	380	576	75	282	270	200	129
Sage	112	42	70	78	16	10	7	1
Advance Windows/Word/Excel	53	26	27	16	21	9	6	1
Windows 2000 Full-time	25	23	2	20	4	1	0	0
Java Script	48	36	12	28	14	6	0	0
Java Programming	39	29	10	22	13	4	0	0
Developing www pages using HTML	53	40	13	31	17	5	0	0
XML	53	41	12	30	17	6	0	0
E-Commerce for Business People	33	24	9	16	12	5	0	0
Visual Interdev & ASP	32	25	7	18	10	4	0	0
Starting a Business	33	24	9	11	19	2	1	0
Managing Markets	11	6	5	3	7	1	0	0
Managing Finance	29	10	19	9	7	9	4	0
Managing Operations	22	12	10	8	7	6	1	0
Managing People	35	22	13	15	12	8	0	0
Entrepreneurship	17	8	9	9	3	3	2	0
Customer Care	371	347	24	133	126	66	33	13
Empowerment Skills	68	0	68	1	18	40	9	0
Carers Workers for persons with Disability	84	22	62	7	23	32	21	1
Child Care	14	1	13	2	6	5	1	0
Core Skills	352	216	136	338	10	3	1	0
Retail Skills	58	21	37	40	13	3	2	0
Negotiating Skills	34	20	14	13	11	8	2	0
Storekeeping	64	60	4	33	13	12	6	0

Typing	70	21	49	51	9	6	4	0
Health & Safety	21	21	0	2	8	7	4	0
Literacy for Employment	296	282	14	33	100	113	50	0
Private Guards Refresher Course	225	218	7	28	60	83	44	10
Private Guards	286	259	27	74	73	97	41	1
Local Wardens Refresher Course	36	31	5	6	17	8	5	0
Local Wardens	10	7	3	4	3	2	1	0
Microsoft Access	10	8	2	4	6	0	0	0
Sales and Marketing	27	7	20	5	11	8	3	0
A + PC Technician Course	27	24	3	15	8	3	1	0
Life Skills	7	7	0	0	7	0	0	0
ECDL 7 Modules	41	14	27	25	6	7	3	0
<b>Total</b>	<b>4213</b>	<b>2581</b>	<b>1632</b>	<b>1491</b>	<b>1096</b>	<b>947</b>	<b>506</b>	<b>173</b>

**Malta (Trade Courses)**

Ref. and Air Conditioning	106	106	0	46	34	24	2	0
Electricity & Plumbing	78	78	0	26	21	21	10	0
Tile Laying & Plastering	33	33	0	11	13	4	5	0
Landscaping Gardening	22	22	0	2	7	10	3	0
Woodwork & Spray Painting	18	18	0	9	4	4	1	0
Welding	24	24	0	13	7	3	1	0
Aluminium	83	83	0	12	45	20	6	0
<b>Total</b>	<b>364</b>	<b>364</b>	<b>0</b>	<b>119</b>	<b>131</b>	<b>86</b>	<b>28</b>	<b>0</b>

**Gozo (Non-Trade Courses)**

Windows/Word/Excel	150	51	99	49	82	16	3	0
One day Computer Course	138	119	19	50	53	31	4	0
Customer Care	18	13	5	7	2	7	1	1
Core Skills	91	91	0	41	32	15	3	0
Private Guards	53	53	0	27	20	6	0	0
Sage	10	7	3	9	1	0	0	0
Customer Care & Telephone Techniques	38	7	31	25	9	4	0	0
First Aid	29	18	11	29	0	0	0	0
ECDL	252	126	126	252	0	0	0	0
<b>Total</b>	<b>779</b>	<b>485</b>	<b>294</b>	<b>489</b>	<b>199</b>	<b>79</b>	<b>11</b>	<b>1</b>

**Gozo (Trade Courses)**

Rubble Wall Building	44	44	0	0	0	35	9	0
Electricity & Plumbing	29	29	0	19	9	1	0	0
<b>Total</b>	<b>73</b>	<b>73</b>	<b>0</b>	<b>19</b>	<b>9</b>	<b>36</b>	<b>9</b>	<b>0</b>

<b>GRAND TOTAL</b>	<b>5429</b>	<b>3503</b>	<b>1926</b>	<b>2118</b>	<b>1435</b>	<b>1148</b>	<b>554</b>	<b>174</b>
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Profile of Trainees attending NIFTE courses

Oct '01-Sep '02

Type of Course	Total	Gender		Age Groups				
		Men	Women	16-24	25-39	40-49	50-59	Over 60
Core Technical Skills Module	39	37	2	29	8	2	0	0
Foundation Course in Pneumatics and Hydraulics	23	23	0	11	8	4	0	0
Applied Course in Electrical Engineering	12	12	0	5	4	3	0	0
Applied Course in Electronic Engineering	10	10	0	3	4	3	0	0
Building a Customer Service Team	5	0	5	0	3	1	1	0
Creating Customer Loyalty	6	0	6	0	5	1	0	0
Accounts for Small Business	55	28	27	33	9	10	3	0

Health and Safety	5	4	1	0	2	2	1	0
Business Writing	8	4	4	3	3	2	0	0
Middle Mangement for Technical People	55	42	13	10	25	13	7	0
Materials and Manufacturing Management	4	2	2	3	1	0	0	0
Quality Assurance Systems and Controls	27	15	12	15	11	1	0	0
Train the Trainer Course	51	35	16	8	28	11	4	0
Warehousing, Distribution & Retail Management	7	7	0	2	2	3	0	0
Job Coaches (Mental / Intellactual Disability) Course	11	1	10	1	2	6	2	0
Food Handlers Cat B	173	137	36	60	42	48	21	2
Food Handlers Cat A	223	178	45	73	80	46	24	0
Time Management	11	7	4	4	5	2	0	0
Leadership Development	11	7	4	2	7	2	0	0
<b>Total</b>	<b>736</b>	<b>549</b>	<b>187</b>	<b>262</b>	<b>249</b>	<b>160</b>	<b>63</b>	<b>2</b>

**EMPLOYMENT AND TRAINING CORPORATION  
ANNUAL REPORT 2002 – 2003**

***Highlights, Issues and Achievements in 2002 – 2003***  
*(Executive Summary)*

The Employment and Training Corporation sustained its efforts in implementing the European Employment Strategy in Malta since it plays an important role in working towards the EU guidelines concerning employability, development of human capital, gender equality, integration of disadvantaged citizens, and control of undeclared work. It has primarily performed this role through the implementation of active measures for the unemployed described in this report. The Corporation is participating in several EU structures concerning employment such as the Employment Committee. It forms part of the network of Heads of Public Employment Services of EU member states and acceding countries whereby operational issues concerning the implementation of the European Employment Strategy are discussed. ETC is extensively involved in preparing to participate in EURES by liaising with the EU Commission and by installing appropriate systems. Action to draw up the first National Action Plan on Employment for Malta has been initiated. ETC is performing these functions as it is the Public Employment Service in Malta and also a co-ordinator of national labour market policy.

Research activities were launched to provide decision support for policy making. Among the research activities underway are issue-specific projects, tracer studies, vacancy monitors, the Employment Barometer, analysis of unfilled vacancies, and continuous evaluation of ongoing schemes. The Corporation was involved in seven research projects ranging from an analysis of the transition from school to work to women's experience in returning to the labour market, atypical work, to the job search experience of persons with disability. It supported the Ministry for Social Policy in the undertaking of a research project to identify the tax-benefit interaction issues to be addressed. Evaluation of a number of ETC programmes was carried out.

The ETC is committed to the development of a continuously evolving labour market. Open dialogues were initiated with private and public sector employers to gauge labour market requirements. Stakeholders were involved through their participation in Clients' Fora, Steering Committees and Committees set up to monitor the co-operation agreements ETC has with a number of NGOs. Industry-specific employment drives were carried out through the Job Centres. Courses aimed at new skills and competences were introduced in collaboration with the Malta Public Transport Authority and the Malta Film Commission. A group of young registered unemployed were sent to Ireland on training and work experience with the financial help of the European Union's Leonardo Da Vinci programme.

The ETC continued to develop its strategy to increase the employability of the workforce. A caseload system was consolidated and a new profiling system for the registered unemployed is being implemented. Most of ETC's Employment Advisors are attending a new diploma course in Occupational Guidance and Career Counselling, launched by the Workers' Participation Development Centre of the University of Malta in collaboration with ETC. Another highlight was the opening of the ETC Knowledge Centre in Blata l-Bajda that serves as a computer training centre. ETC's entrepreneurship programme, INT, was consolidated. It continued to provide training, mentoring, financial assistance, and counselling to potential entrepreneurs.

Other new training programmes included: skills in electrical and structural installations, transportation, skills in the film industry and the caring services.

The 'Gender Equality Action Plan 2003-2004' was published. It provides a review of gender policies in the context of the national and international scene, including the European Union directives relating to gender equality. As part of the plan various initiatives were taken by ETC: national awareness campaigns, building of gender awareness in the advertising industry, collaboration with guidance teachers, and the improvement of recruitment of part-time labour.

As Malta's demographics are changing diametrically, the ETC is facing new challenges to strengthen social inclusion. The profiling of all unemployed registrants enabled ETC to serve better certain special cohorts such as the very long-term unemployed. Literacy courses were initiated for refugees. More persons with disability were placed in employment than in previous years. The Corporation continued to provide programmes on literacy, computing, life skills and entrepreneurship for substance abuse victims and inmates at correctional facilities.

The new Data Protection legislation requires new approaches to data management. Compliance audits were held and the internal data policy is being adjusted accordingly. In order to improve service quality, operational procedures continued to be developed together with a balance scorecard system of performance management, designed for monitoring planned targets and actual achievements.

Internally, ETC sought to adopt good HR policies by encouraging staff to further their studies by sponsoring them. It adopted family friendly policies and conditions of employment and provided childminding services for its employees. In October 2002, an annual conference for all ETC staff was held for the first time during which all employees had the opportunity to discuss ETC's achievements and areas for improvement.

During the past financial year, ETC had to operate with a tight budget and this may have limited the results it could have achieved. The change in ministerial responsibility for ETC meant that ETC had to establish new channels of communication with Government authorities. ETC is realising that it has to make a bigger effort to make Government authorities aware of the implications of the European Employment Strategy. Despite these difficulties, we are determined to move forward and to continue to fulfil our mission.

J.P. Camilleri  
Chief Executive Officer

## ***EU Context for Employment and Training***

Malta's accession to the European Union has influenced ETC's objectives of promoting social progress in labour demand and supply in order to generate higher levels of employment. ETC's policies are aligned within the context of a national employment strategy that is designed to conform to the EU Employment Guidelines as shown in Table 1. The effective implementation of the guidelines requires the concerted effort on a national level of a group of social partners of which ETC is a key stakeholder.

### **EU Employment Strategy Context**

The Lisbon European Council in 2000 set new strategic goals of competitiveness, with new employment targets for 2005 and 2010 concerning overall employment, gender and age cohorts within the labour market. Member States are encouraged to aim for full employment by implementing a comprehensive approach incorporating demand and supply side measures and thus raise employment rates towards EU targets. Member States are encouraged to foster the three overarching, complementary and mutually supportive objectives of full employment, quality and productivity at work, and social cohesion and inclusion. The achievement of these objectives requires further structural reforms. The Brussels European Council in 2003 called for a manageable set of guidelines allowing Member States to design the appropriate mix of action and supported by streamlined policy co-ordination, concentrating on 10 inter-related guidelines (Table 1).

Table 1:

#### **EU Guidelines for Member States:**

1. Active and preventive measures for the unemployed and inactive
2. Job creation and entrepreneurship
3. Adaptability and mobility in the labour market
4. Development of human capital and lifelong learning
5. Increase in labour supply and promotion of active aging
6. Gender equality
7. Integration of disadvantaged persons in the labour market
8. Work incentives and work attractiveness
9. Transformation of undeclared work into regular employment
10. Management of regional disparities.

### **ETC's Role**

The Corporation plays a key role in managing the achievement of the EU Guidelines concerning employability, development of human capital, gender equality, integration of disadvantaged members, and control of undeclared work. The areas benefit from the knowledge ETC has accumulated in the field, but they are not exclusive to it. Other social partners provide valuable input to the achievement of the set targets. There are areas where the Corporation contributes substantially to an EU objective, without being its key performance manager, such as in the case of the development of human capital and life long learning. ETC contributes with a comprehensive set of training programmes for employed and unemployed clients, within the context of a larger national policy framework for education and training involving several social partners.



## Malta's Employment and Training Challenges

In March 2000, in Lisbon, Europe's leaders committed themselves to a ten-year strategy to reform Europe's labour, capital and product markets. This is an ambitious programme driven by the vision of a European single market that can become the most competitive in the world, and a reformed social model that combines full employment with social inclusion.

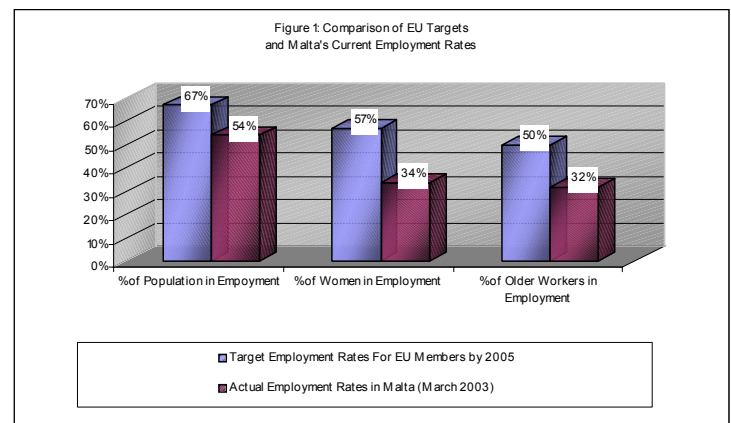
Figure 1 compares the target rates of employment set for the EU and Malta's current situation. The targets are average figures for the whole of the European Union and some regional differences are to be expected. Nonetheless, the gaps signify the need for an aggressive employment policy if Malta aims for a standard of living comparable to the more affluent European countries.

EU members are urged to achieve a substantial reduction in the gender gaps in unemployment rates, although the difference is not so pronounced in Malta. In order to meet EU employment targets for 2005, Malta would have to substantially increase the number of women in employment.

Gender related policies are aimed to minimise gender gaps through a multi-faceted approach of gender mainstreaming, education and training, job classification, awareness and transparency.

The European Union calls on its members to implement active and preventive measures for the unemployed and the inactive, designed to prevent the shift towards long-term unemployment. Access to training is an important method of tackling unemployment. The unemployed are offered training and retraining opportunities that at times are operated in parallel with individualised job and other employability measures.

An increase in investment for Vocational Education and Training (VET) is called for to ensure higher levels of attainment of employment and participation. Training should be viewed as a long-term asset and as a means to implement economic development strategies that are appropriately supported by a skilled workforce.



## ***Research Based Strategy Development***

The ETC has been actively involved in new research projects aimed at national and European oriented objectives. Malta's imminent membership in the EU has necessitated national organisational restructuring, for which the ETC shared its experience and knowledge to better understand labour market workings. Furthermore, the Corporation continued to develop its information system on employment and training issues.

### **European Union Reviews and Initiatives**

The ETC was involved in the in-depth review process with the EU Commission regarding employment priorities in Malta during the past year. As an outcome of the review it was established that clear links should be created between the European Social Fund adopted by Malta and the local employment scenario where employment rates are among the lowest in Europe.

During the past year the Employment and Training Corporation has participated in a series of initiatives in conjunction with the European Commission. Following the compilation of the Joint Assessment Paper (JAP) on the Employment Priorities of Malta, the Research and Development Division of the ETC compiled the Malta Progress Report for 2003. The Progress Report contained information on all the initiatives taken up by Malta that address the priorities set out in the JAP for the period May 2002 to March 2003.

ETC drafted a report on employment in relation to social exclusion to be included in the **Joint Inclusion Memorandum** organised by the Ministry for Social Policy. The Memorandum presented information on the target groups suffering exclusion in employment. The policies that are being adopted by the Corporation in this regard were critically reviewed. Recommendations were put forward for new strategies to be introduced including: the profiling of competences, the introduction of support structures that manage the European Social Fund projects effectively and gender mainstreaming of all ETC services. The recommendations will be implemented with the support of increased financial resources and the strengthening of the human resource capacity. Current services are to be consolidated and developed further through continuous monitoring and evaluation.

Discussions on **Social Dialogue and the European Monetary Union (EMU)** were carried out with the purpose to gather employers, trade unions, governments and researchers in order to investigate and assess how social dialogue can best be utilised in the preparation process for EMU. The objective is to generate economic growth in harmony with employment and social protection in the EU Candidate Countries. In Malta, the discussion has suffered from lack of clarity regarding the ownership of this project. In view of the subject being tackled in the project the Corporation had suggested that the Malta Council for Economic and Social Development be directly involved in its uptake.

**Conversion to Eurostat NACE Codes:** The ETC is participating in the major revision of Malta's industrial classification of economic activities. The objective is to standardise information in line with other local public entities and with the EU. The revision is being driven by changes in international classification systems, particularly Eurostat's NACE (Nomenclature Generale des Activites Economiques dans les Communautés Europeennes).

### **Decision Support Information System**

**Research Programme:** The ETC is in its second year of an ambitious labour market research programme designed to address seven issues of social importance: School-to-Work Transition, Women Returning to Employment, Tax-Benefit Interaction, Job Search and Persons with Disability, Skills Availability in IT, Atypical Work, and Forms of Employee Participation. The third study was held in collaboration with the Ministry for Social Policy while the latter in liaison with the Workers' Participation Development Centre of the University of Malta. Most of these studies are still ongoing; those that were completed are being examined.

Through the programme the ETC has undergone a learning process of outsourcing and administering research projects. The programme was subject to challenges pertaining to issues such as the sourcing of subject-specific expertise, the skills available to design viable research methodologies and the access to accurate information. The Corporation is not discouraged by these serious obstacles, and considers the situation as typical of a pioneering process whereby new systems are being created for information collection and dissemination. To this end, the Corporation will continue to research the intended subjects.

**Tracer Studies:** The ETC has endeavoured to obtain a comprehensive and detailed picture of the labour market and outcomes from education programmes. The process is essential in order to enable Government and key stakeholders in civil society to develop well-designed education and employment policies that meet labour market needs. To date there has been little solid, accurate information on the careers that students pursue after they have completed their education. ETC's objective of the tracer studies is to fill this gap.

Standard tracer survey methodology is being used to generate comprehensive time-series information on the activity profiles of representative samples of secondary school leavers and apprentices. The tracer surveys will provide an invaluable source of data for monitoring and evaluating the impact of educational reforms and to predict demand and supply of a skilled labour force.

**Employment Barometer:** Two Employment Barometers, which monitor the supply and demand of labour skills, were published in January and July 2003 respectively. The latter report witnessed a number of improvements in its research framework and methodology. The sample of employers was extended from 325 to 1,100 in order to acquire a more representative sample and to include industrial sub-groups. A new method for determining labour shortages was introduced. Computer Aided Personal Interviewing (CAPI) was used to conduct employer interviews and a faster delivery of the results was achieved, compared to earlier results of the Barometers. The findings

from these surveys were used to guide ETC's employment and training efforts. Findings were published and disseminated with interested stakeholders.

**Full Time and Part Time Employment Data:** The ETC provides regularly to National Statistics Office (NSO) information based on administrative records concerning employed and unemployed persons. The information is made available to the public through the NSO's news releases and publications.

**Vacancies Monitor:** The Labour Market Information section has set up a continuous monitor of vacancies that are published in the national press. The data pertaining to the vacancy is codified with respect to organisational source, type of job, qualifications, personal skills and conditions of employment. The data capturing process is under development in order to arrive at a periodic release of a vacancy monitor report.

**Issue Specific Reports:** Special reports are regularly compiled by the Labour Market Information section at ETC. The section is equipped to provide information designed to assist management in their strategic labour market policy formulation. Reports compiled this year include: the effect of levy removal on the labour market; the composition of the unemployment pool; and analysis of the causes of the decrease in the labour supply.

**HRD Plan:** The final draft of the complete National Human Resources Development Plan has been produced and is currently being examined by Government. The plan proposes the strengthening of the public employment service to better address the needs of a restructuring economy, increased investment in training by employers to be able to face competition, more lifelong learning opportunities, the extension of guidance services to the employed, higher women participation in continuing vocational training activities and focus on the specific training needs of disadvantaged groups. The plan identifies the strategies that need to be embarked upon in each case.

### *Contributing to an Evolving Labour Market Services to Businesses*

#### **Meeting Employers' Labour Requirements**

A marketing exercise with new companies and prospective clients was set up, in order to increase awareness of the organisation's services. An open dialogue was established with several companies in order to promote the service and be of more assistance to employers. The exercise was particularly useful to companies who are investing in new operations in Malta, and who intend to invest in the Maltese workforce. The meetings with foreign investors have had added benefits regarding the forecasting of labour market demand.

This year, over eighteen employers made use of the ETC's recruitment drives whereby they were provided with interviewing support and job matching services. Interviews were conducted on the Corporation's premises in the presence of ETC Employment Advisers who assisted in the recruitment process.

During the year under review, the Employment and Training Corporation supported the workings of three Steering Committees set up to advise on the provision of schemes and programmes that are more adapt to employers' requirements. Another function of the committees is to determine borderline cases of eligibility for schemes and programmes, to monitor expenditure against budget and to evaluate the attainment of targets. The function of the Steering Committee regarding employer's needs is supported by the Corporation's portfolio of research programmes, such as the information from the Employment Barometer. The Steering Committees met 11 times.

A survey on Unfilled Vacancies was carried out three times during this financial year. The findings of the survey were analysed and the following recommendations were implemented: The Vacancy Profile Form was re-designed for more effective job matching. One source was determined for data inputting in order to provide consistency. The time limit of vacancy display was reduced to fifteen days in order not to advertise pending vacancies unnecessarily and mislead job seekers. Information about unfilled vacancies was distributed and referred to the Training Services Division in order to respond to the training needs of the labour market. As a result of the survey the Corporation embarked on extra measures to obtain regular feedback from employers.

The literacy training programmes were extended to organisations that are committed to increasing literacy skills among their employees. Greater importance is currently being given to literacy training as it is envisaged that such skills are a prerequisite for job retention and to maintain productivity. On-going training programmes were held at the Freeport Terminal, Malta Drydocks and Malta Shipbuilding.

ETC continued to work with companies and employees faced with the unfortunate circumstances of downsizing or closure of their operation. The Corporation's Intervention Unit dealt with 11 cases of companies facing such scenarios involving 71 job replacements. The function of the unit is to minimise the negative effects of restructuring and assist in the placement process of redundant employees.

**EURES** is a co-operation network, which brings together the European Commission and the public employment services of the EU countries. It facilitates mobility of workers by providing access to information on job opportunities and living and working conditions in EU member states. In August a EURES manager and two EURES advisors were appointed by EURESCO. The EURES manager already participated in two working party meetings as an observer while in the next few months our Eures Advisors will undergo training. ETC IT section is preparing to connect the ETC vacancies system with the EURES portal.

The Employment Services Division continued to scrutinise the employment of employees in the public sector. A Clients' Forum to explain the ETC Act para 15 and subsection (6) of the section 110 of the Constitution was held in February.

## **Creating New Businesses**

The ETC's entrepreneurship programme, INT – Ibda Negozju Tieghek, was consolidated. The programme provided support to ETC clients who plan to create new businesses, in the form of skills training, mentoring and financial assistance.

Through a balance of training and one-to-one support the prospective entrepreneurs were taken through Phase I and II of the programme. Start-up Grants were given to participants who completed successfully the course and started their own business. Some of the businesses which the ETC has assisted to set up were in tile-laying and plastering, beauty and hairdressing, management and financial consultancy, event promotion, flower shop, and retailing, among others.

The entrepreneurship programme continues to remain popular. Sixty-nine persons entered this scheme during the 2002-2003 financial year of whom 30 were women. The programme requires a very active and demanding participation. Participants who successfully completed the programme gave very positive feedback on the effectiveness of ETC's support to start their own businesses.

The Training Services Division is upgrading the original policy for the programme, based on its commitment to provide the best possible service. The new structure is designed on feedback from participants and has less bureaucratic requisites in order to attract more participants and to render the programme more efficient in terms of tangible results. Key improvements in the programme concerns eligibility of clients, an increase in financial incentives other than the enterprise grant, and the recognition of business co-ownership and the operating permit.

In addition to the entrepreneurship programme, courses in small business management were delivered to assist current entrepreneurs in better managing their businesses.

## **Recognition of People Management Achievements**

The HSBC Bank Malta p.l.c. won the People Management and Satisfaction Award (PMSA) 2002 in the Large-Size Category Organisations while Alf. Mizzi & Sons (Marketing) Group won the PMSA 2002 in the Medium-Size Category Organisations. The PMSA, organised by the Employment and Training Corporation, is presented to organisations which demonstrate excellence in the management of quality as their fundamental process for continuous improvement, based on the areas adopted by the European Foundation for Quality Management (EFQM). ETC is member of the EFQM. Dr Louis Galea, Minister of Education, presented the PMSA to the winners at a ceremony held at the Chamber of Commerce, Valletta on July 16, 2003.

## ***Developing Employability***

### *Services to Job Seekers*

The objectives of the Corporation work towards developing a coordinated strategy for employment and particularly for developing labour skills that are responsive to economic change. The development of a skilled and adaptable workforce with

opportunities for all to learn new skills is fundamental to the objective of creating a competitive, dynamic and socially inclusive employment environment. The ETC carries out a wide variety of approaches in its effort to promote vocational training across the labour market, many of which have been very successful in the training of young entrants to the labour market.

The ETC carries out activities to increase employability through services such as advice and guidance for job seekers, job search assistance and training programmes. The Corporation offers job seekers access to effective measures to enhance their employability and integration into the job market. Special attention is given to the employment of those people who face difficulties to access the job market. Access to training is provided indiscriminately. The employment and training strategy is committed to offer equitable access to job opportunities in order to contribute towards the social and economic development of the community

### **Matching Labour Supply and Demand**

One of the main tasks of the ETC is to act as a public employment service. Placement activities are the core business of the Corporation. The standardised and computerised registration of job seekers and vacancies aids considerably the process by making vacant positions known to employment advisors in real time, both at the Job Centres, at the Corporation's offices and available to the general public via the Internet.

The services offered to youths were highly praised by Council of Europe experts although they remarked that the adviser-client ratio remains high and limiting personal contact.

During the past financial year, the ETC referred job seekers to a wide cohort of employers. 7,548 job vacancies were notified to ETC in the year under review signifying an increase of 7.5 per cent over last year. ETC managed to obtain a placement to vacancies ratio of 45 per cent. It continued to develop and consolidate its job matching services via channels such as demand-specific employment drives, personal profiling processes and free phone services, described below:

**Demand-Specific Employment Drives:** The Corporation operates Job Centres in Valletta, Vittoriosa, Mosta and Victoria Gozo. The Cottonera Job Centre successfully hosted activities for specific client groups. The programme is in the process of being replicated in other job centres, with adjustments in accordance to the particular labour characteristics of the local communities. A series of skill-specific employment drives were organised through Open Days at the Job Centres. The activities catered for labour shortages indicated by the Employment Barometer for October 2002-April 2003. Open Days were organised for the carpentry, housekeeping and cleaning, construction and service trades respectively. Other activities were area-specific, such as the open day for Cottonera youths.

**Profiling Exercise:** ETC is in the process of finalising the in-depth profiling of the unemployed. Registered unemployed clients were interviewed to record their skills, level of education, work experience, employment challenges and training needs. A caseload management system was introduced for employment advisors responsible

for labourers, sales personnel, carpenters and welders to increase the job matching rates in areas of higher demand.

**Free Phone Service:** In April 2003 ETC's job vacancy line on 800 76500 was launched. The service provides a personal interface and make communication with employers and job seekers easier. It complements the successful web based job matching service at [www.etc.org.mt](http://www.etc.org.mt).

The job registration process through a fingerprint recognition system is functioning well and has now been extended to all registration points. Further enhancements to the system are being implemented.

### **Fostering Work Experience**

**Work experience schemes:** The ETC continues to target the difficulties school leavers encounter when looking for employment. The Job Experience Scheme (JES) offered thirteen weeks of work exposure to 157 unemployed youths in order to overcome the vicious circle of "no job, no experience, no experience, no job." The Community Work Scheme attracted 29 registered clients who are willing to work on community projects. The objectives of this scheme are to give the clients an employment opportunity. The scheme has the benefits of providing members with the experience of working in teams and enhancing their interpersonal and organisational skills.

**Measures in favour of registered unemployed aged 40 and over:** On July 18, 2003, ETC Deputy CEO Felix Borg presented a certificate a token to 31 trainees who successfully went through the Training and Employment Exposure Scheme (TEES). These participants found a job after undergoing training and work experience through this ETC scheme. Moreover, in September 2003 ETC launched a national campaign to primarily promote the good qualities of the older unemployed among employers. The campaign, designed and co-ordinated by the Corporation's Communications Office, made use of newspaper and radio ads, billboards and media exposure on the subject.

**Traineeships:** Traineeship schemes are directed at registered unemployed clients and new entrants to the labour market. They continue to be effective schemes of enhancing employment prospects. Based on the dual system of occupational training, traineeships aim to compensate for the immediate skills shortages in the labour market. The training programmes within this framework of vocational training last from thirteen to fifty-two weeks depending on skills content, and are normally developed in full consultation with the respective employers. On successful completion, trainees are trade-tested and awarded the certificate of achievement. Some of the traineeships organised this year were: child caring, civil engineering works, slaughtering and deboning, commercial diving, and information technology.

**Child Care Traineeship:** This traineeship was launched during this operational year. The programme has attracted women returning to the labour market. Participants are given on-the-job training at private and government childcare centres and are provided with an allowance equal to the wages usually paid by the employers. Trainees assigned to the Department of Health were eventually trade-tested on



completion of the programme making them the first group of certified child carers for children aged 0-3 years.

**Apprenticeship Schemes:** The Training Services Division continued to administer the Extended Skill Training Scheme (ESTS) and the Technician Apprenticeship Scheme (TAS). The schemes include on-the job training at an employer's establishment and off-the-job theoretical tuition at a vocational education and training institution. Among the new apprenticeships introduced were Hotel Services in collaboration with ITS, Computer Hardware Technician programme with the Institute of Electronics and Electrical Engineering, MCAST and the Heritage Skills Tradesman programme in collaboration with the Institute of Building and Construction Engineering, MCAST.

A concerted effort was made to place apprentices in the private sector. During the year the placement process proved very difficult. The cause is traced to the perceived lack of fit between educational skills and the current labour market requirements and the increase in the contact hours that apprentices spend at MCAST institutes. This has discouraged some employers from participating in the schemes. In order to attract more private employers, the ETC revised the leave entitlement of apprentices and with effect from January 2003 the entitlement was changed from the standard 24 days to pro-rata to the working days at the rate of 2 days leave for every 20 days work.

Monitoring visits were conducted to follow apprentices' progress at their workplace and discrepancies were discussed and rectified. Trade testing sessions were held to assess and certify 438 apprentices who completed their apprenticeship. Besides apprentices, 154 persons also had their skills assessed and were awarded a Certificate of Achievement.

### **Development of Human Capital and Life Long Learning**

The ETC contributed towards having a skilled workforce through both initial and continuing vocational training. The objective is to work towards the European Union target of participation in lifelong learning, which is 12.5% of the adult population by 2010, for adults over 25 years. ETC is not the only contributor in this area but it intends to honour its commitments. During the year under review, ETC provided executive support to the Malta Professional and Vocational Qualifications Awards Council.

**Portfolio of Training Programmes:** The ETC continued to develop its comprehensive portfolio of training programmes designed to serve multiple sectors of the labour market. The courses continue to be run year after year, with improvements in content and structure based on the results of continuous training assessments. A full list of ongoing course is listed in Appendix I.

**New Training Programmes:** A number of training courses were reviewed and additional modules were increased to compliment the existing portfolio. Some of the modules that were added include health and safety and basic numeracy skills tailor-made for particular trades. Other new courses initiated in this operational year included advanced welding, wireman's licence (A), suspended ceiling installation, dangerous goods safety advisor, skills in the film industry and the caring services. The

current shift in demand for caring services has led the ETC to reintroduce a number of programmes leading to the acquisition of competences in caring occupations. The courses covered childcare and the care of the disabled.

In order to increase the effectiveness of ETC's programmes steps were taken to ensure both effective training delivery and relevance of course content. A number of trainers were required to attend and participate in a trainer's development programme. This initiative included participation in the 'Train the Trainers' course and in seminars organised for the same purpose.

Two milestones in the new training portfolio were the introduction of courses in collaboration with the Malta Public Transport Authority and the Malta Film Commission. In line with Malta's forthcoming entry into the EU and the adoption of the European Agreement Concerning the Carriage of Dangerous Goods by Road the ETC launched the Dangerous Goods Safety Adviser course and the Dangerous Goods Driver Training Instructor course. New courses for the film industry, under the heading of "Training for Film and Television", led to a recognised qualification for production managers, film lighting and camera assistants, technical drawing and basic design, assistant directors and location managers. Trainers were supplied by the National Film and Television School of the UK.

The Youth Outreach Programme was extended to Zabbar and Zurrieq with the help of the local councils. Through a process of informal training, the programme empowers the participants with life skills and job-searching skills. The ETC believes that motivation is the key to overcome most of the difficulties met in job seeking. A group of job seekers classified as long-term unemployed were invited to a two-day live-in Motivational Seminar aimed to increase self-esteem and confidence that typically deteriorate during the job seeking process. Out of the 22 participants in the service only two are still registering as unemployed.

Motivational seminars proved very popular with job seekers aged 40 and over as well. The objective was to facilitate the re-instatement of this client group in the productive workforce. The success of these seminars were devoted to the constructive collaboration of employers, job seekers and the Corporation, which together created an effective dialogue conducive to developing ETC services further.

Literacy training remains a prerequisite for labour market entry and job retention. Within this context, functional literacy courses were extended to include "Advanced Maltese" and "English Literacy". In an effort to increase the accessibility of ETC clients for such programmes, the ETC renewed its agreement with the Paolo Freire Institute and the Literacy Unit of the University of Malta and continued to work in collaboration with a number of local councils and employers' establishments.

The Night Institute for Further Technical Education (NIFTE) saw the introduction of a new course in Project Management and an Advanced Technical Skills Programme made up of seven modules listed in Table 2. The Advanced Technical Skills Programmes include a combination of inter related subjects aimed at improving the skills and knowledge of the technical people in the engineering field. The courses offered were developed by experts from the industry and academia and are based on advanced engineering subjects.

Table 2:

**New NIFTE Programmes for 2002-2003**

- Advanced Technical Skills Course Programme
  - Advanced Core Technologies
  - Computer Systems and Organisation
  - Electrical Theory and Application
  - Electronics Engineering
  - Materials & Metallurgy
  - Programming UNIX and C
  - RF and Microwave Communication

**New Projects:** A group of young registered unemployed were selected to participate in a project financed by the EU's Leonardo da Vinci Programme in collaboration with the Malta Tourism Authority. The project consists of training in the hospitality industry with part of the training occurring in Malta and on-the-job training occurring in Ireland. A tailor made English Literacy course with emphasis on catering terminology was included to prepare participants for the work placement abroad.

Another highlight of the ETC training projects was the opening of the new ETC Knowledge Centre at Blata l-Bajda, which serves as a Computer Training Centre. The premises serve as one of the locations for the European Computer Driving Licence (ECDL) courses that are run by ETC.

Demand for the ECDL courses was exceptionally high this year due to the requirement by the Civil Service for all job applicants to be in possession of ECDL modules 2, 3 and 4. Through the organisation of multiple training venues and with the assistance of training service providers, the ETC was able to service the Civil Service applicants by mid January 2003. Automated Testing Software, installed in the previous year, helped to increase the organisation's efficiency in processing the high volume of candidates.

### **Regional Employment Initiatives**

The ETC applies a wide perspective in its policies to minimise regional employment disparities. Within the national framework for the promotion of favourable conditions for private sector activity in particular regions, the ETC has given special attention to the labour market in Gozo. The island does not suffer from higher regional unemployment, as its unemployment rate is actually lower than that of Malta. Gozo's special requirements lie in the seasonality of the labour market. The Gozo Operations Section provides the same services portfolio as Malta, with additional programmes to cater for the seasonality factor.

**Managing Seasonal Demand:** A drive to identify vacancies for the peak employment period was conducted with catering establishments. Information regarding the vacancies was communicated to job seekers and students. The project was a success and will be repeated in future years.

In order to address the needs of the hospitality industry, an Open Day was held to promote vacancies at St.Patrick's Hotel, Cornucopia, Ta' Cenc, Barcelo Riviera and Kempinski San Lawrenz. The jobs available attracted a high level of interest from students.

The Seasonality Scheme, which provides trainees in the hospitality industry with work experience abroad, was organised once again in the winter of 2003. The demand

for the scheme was markedly lower than the previous year and this prompted a new marketing plan for the promotion of the scheme for next year on a national basis.

**New Training Initiatives** this year included Internet & E-Mail, Access and PowerPoint, Housekeeping, Food Handling, Child Caring, and a company specific course in Aluminium Structures. The TAS and the ESTS schemes in Gozo, which were previously managed from the Training Services Division in Malta, were also run by the Gozo Branch.

Another special requirement for Gozo is the considerable impact of downsizing of firms on the market given the relatively small size of the labour force. For this reason, the ETC held close contact with employees who are likely to face this eventuality.

### ***Strengthening Social Cohesion and Inclusion***

Traditionally Malta has fostered a strong sense of community and has enjoyed a good level of social cohesion. There has been a strong commitment to reciprocity and mutual aid, which has facilitated the social inclusion of all members of society. However, the psychographics and demographics of the country are changing rapidly and diametrically, creating new social groups, which need special attention in order to maintain the historically high levels of social inclusion.

According to the EU Guidelines on Social Cohesion and Inclusion, employment is the key to social inclusion. In synergy with the national policies for social inclusion, employment policies should facilitate participation in employment by combating discrimination on the labour market and preventing the exclusion of people from the world of work.

### **Gender Equality**

The employment of women in Malta is a key issue as the rate of employment is one of the lowest in Europe. The 'Gender Equality Action Plan 2003-2004' outlines ETC's plans for this important area. The Action Plan includes a review of the policy context in the national and international scene including the European Union directives on gender equality. The Plan gives a profile of the situation of women and men in the Maltese Labour market and makes a brief comparative analysis with EU countries. It gives an overview of some of key factors that shape women's decisions to enter or leave the labour market. Among others, these include lack of regulated and affordable childcare provisions, the unequal sharing of domestic responsibilities, which affect job retention and career progression for women, and the challenge to balance work and family for women who work in the private sector. The plan proposes a series of initiatives that address the various issues.

**National awareness campaign:** Media campaigns were targeted at female school leavers to encourage further education and the selection of non-traditional fields when making a career choice. Billboards and posters were used together with radio advertising. The campaign was complemented by a public relations strategy of appearances of ETC executives on discussion programmes on television.

Furthermore, a national media campaign is being designed to reduce the negative perceptions regarding work and family life.

**Gender Awareness in the advertising industry:** An information seminar for advertising agents was organised with the aim of explaining the provisions of the new Employment and Industrial Relations Act (2002) as to gender equality. Advertising Agents were briefed about the changes made to the laws and were given material they could use in order to be more gender neutral and in line with recent equality laws.

**Collaboration with Guidance Teachers:** Through the Guidance and Counselling Unit of the Ministry of Education, guidance counsellors were given information about the situation of women and men in the labour market. As a result of this collaboration a work plan has been drawn up to introduce new training sessions, legal updates and the creation of a Manual on Gender Equality in Vocational Guidance for use by guidance personnel.

**Funds for Childcare Facilities:** ETC believes that the lack of regulated and affordable childcare services is a significant barrier to women's labour force participation. At present ETC is an active member of the Technical Committee on Child Day Care within the Ministry of Social Policy. ETC submitted a project related to the provision of childcare services and that will be executed through co-funding from the European Social Fund. The aim of the project is to give support to employers with over twenty employees, local councils, child-care cooperatives, associations of organisations interested in providing childcare and training institutions, in order to provide this service. Furthermore, the ETC has secured funds through the Leonardo Da Vinci Programme to train six members of the Childcare Technical Committee in centres in Reggio Emilia that has an international reputation for excellent childcare service.

**Part-Time Employment:** The Employment Services Division is committed to offer equal opportunities and family friendly procedures. The electronic part-time register was improved to make it easier for persons seeking part-time employment especially women. In order to build a knowledge base on how best to serve the client group, a contact person was identified to meet all persons looking for part-time work. and a separate register for part-time and atypical work was created.

### **Persons with disability**

The Supported Employment Unit is involved in a Work Life and EU Enlargement Project with the Swedish National Labour Market Board. The project encourages the knowledge transfer of new methodologies that enhance the employability of job seekers within the disadvantaged group. Tracer study was carried out to monitor the status of persons employed through the Employment Training Placement Scheme (ETPS) between October 2000 and April 2002. One hundred and forty six persons, that is 73% of the original number put on the scheme, were still in employment. Another tracer study on Registered Disabled Persons (RDPs) placed in employment between 1998 and 2002 is underway. The Bridging the Gap scheme was used extensively to facilitate the on-the-job training of persons with disability. During the financial year, the Supported Employment Unit was also responsible for the drafting

of a 'Supported Employment Scheme', which entails prolonged support for persons with disabilities to retain employment. This scheme will be financed through the European Social Fund.

The ETC participates in the Joint Working Committees of Caritas, Eden and Richmond Foundations with whom there are partnership agreements in the provision of specialised training, work exposure opportunities and job placements for RDP's and ex-substance abusers. During this year, a working arrangement was reached with the Equal Partners Foundation, whereby they are providing the Unit with facilitators so that more persons with disabilities can participate in mainstream training courses offered by the ETC. A similar arrangement has been reached with the Richmond Foundation in the provision of job-coaching services. Regular liaison was maintained with the National Commission for Persons with Disability regarding the provision of services to persons with disability.

### **Combating Social Exclusion of Marginalised Cohorts**

The ETC's employment policy fosters the integration of people facing particular difficulties in the labour market, such as the very long term unemployed, refugees, or groups that face social exclusion because of substance abuse or criminal records.

**Very Long Term Unemployed Unit:** Clients who for various reasons find it hard to integrate in the labour market in the long term have been approached for 'in-depth profiling'. The process is aimed at identifying causes of such prolonged unemployment and what appropriate actions should be taken to increase the chances of job placement.

**Refugees:** Interviews were carried out with refugees registering for employment, with the aim to evaluate their level of employability. Interviews were generally followed by referral to appropriate training programmes. During this year, tailor-made literacy courses have been extended to refugees. Four courses in English literacy were initiated for a group of seventeen refugees of different nationalities. A legal notice to establish a Register for Refugees seeking employment is still waiting the approval of the Ministry for Social Policy.

**Special Needs Unit:** The Unit provides a personalised service to the special client group of ex-substance abusers, inmates of Correctional Facilities, and social cases. This one-to-one service demands constant collaboration with organisations such as Caritas, SATU, the Detox Centre, Sedqa and Appogg Agencies, 'Suret il-Bniedem' and 'Mid-Dlam ghad-Dawl'. Frequent meetings are held with Probation Officers and Social Workers. Obligations deriving from the agreement with these organisations are being fulfilled in every respect and results are very encouraging. The close collaboration between ETC and Caritas inspired a new initiative where a group of San Blas residents were provided with a structured training programme for the setting up of new businesses.

In collaboration with the Corradino Correctional Facility, a one year structured training programme was launched for interested inmates. Fifty-four inmates are currently attending courses in Maltese literacy, English, electrical installation,

information technology and life skills. Another positive initiative during this year has been the ‘Bridging the Gap’ Scheme, which assists inmates nearing the end of their prison sentence. Successful cases gain remunerated employment from the first day of release.

## ***Managing Organisational Quality and Performance***

### **Law Compliance**

Over the years, the ETC has developed and implemented broad actions and measures to eliminate undeclared work. The maintenance of accurate data on the unemployment register has many implications including the safeguarding of issuance of benefits to deserving individuals, and the correct measurement of unemployment.

During this financial year, the Law Compliance Unit has worked upon new strategies in order to fulfil its function more effectively. The officers have worked in teams in order to address specific groups of job seekers who were suspected to be working illegally. The Law Compliance Unit has an established network with the Tax Compliance Unit, the Value Added Tax Department, IPSE, the Financial Intelligence Analysis Unit, and the Commissioner of Police. The Compliance Unit has launched a free phone service on 80076501 for reporting illegal employment. The depletion of staff from the Law Compliance Unit and the lack of co-operation sometimes experienced with other parties have contributed to a drop in performance. However, the latter problem has lately been addressed and better results are now being obtained.

The Law Compliance Unit is working closely with the Department of Social Security: lists of infringements discovered by the ETC Law Compliance Unit are being forwarded to the Department of Social Security for further investigations. Thanks to this collaboration and following the infringements unearthed by the Compliance Unit at a Summer raid in Gozo, the DSS identified other abuses. The Registration Unit of the ETC is compiling a monthly list of medical certificates ETC receives from unemployed persons and forwarding it to the Department of Social Security for further actions.

### **Performance Measurement**

**Balanced Scorecards:** The quality measures on procedures were supplemented by a comprehensive performance management system. Monthly and quarterly reports were compiled by ETC’s divisions in order to build Key Performance Indicators. Thirteen functional Balanced Scorecards were implemented to help management to develop a clear picture of the performance of the different operations taking place within the Corporation’s divisions and departments. Another eight quantitative Balanced Scorecards and five qualitative Balanced Scorecards were used to track results. Regular meetings were held to assess the performance of the divisions based on the scorecards. This type of performance measurement system assisted management in operational planning and stronger alignment of activity with operational goals. Through this system, comparison between projected targetes and actual achievements for successive years can be analysed.

**Documentation of Operating Processes:** The ETC continued to work on the writing of standard operating procedures and supporting documents for its various functions. These procedures support the provision of quality services to clients and provide the tools for ensuring that a fair and consistent service is provided.

### **Internal Training and Staff Development**

The Diploma in Occupational Guidance and Career Counselling was launched in February 2003 by the University of Malta, in collaboration with the ETC which is financing most of the course expenses. An encouraging number of Employment Services staff is attending the course, which is targeted at increasing the quality of service rendered to jobseekers in the long-term.

During this period, ECDL training for staff was conducted via individual cd-based learning and traditional coursework. The Corporation sponsored a number of staff members to continue developing their competences. Nineteen employees enrolled for the Diploma in Social Studies (Occupational Guidance and Career Counselling). Four employees are reading for a Diploma in Training and Development, Diploma in Management, Masters Degree in Psychology, and a Masters Degree in the Psychology of Work respectively. One employee is following an MA in European Studies, one in HR Leadership while another was following a Phd course.

Internal personal development programmes were organised for employees in the following subjects: Work- Life Balance, Presentation Skills, Family Law, First Aid and SAFE (substance abuse free employees) in collaboration with SEDQA. Community related activities were encouraged and supported. Employees participated in blood donation programmes, organ donation drives and initiatives by the Red Cross. Information meetings on the European Employment Guidelines were also held for ETC employees.

The Health & Safety Committee met regularly to discuss various issues, and introduced the 'Health & Safety Tips', which were issued on a monthly basis. The committee discussed the outcome and implication for action of the Safety Audit of all the Corporation's premises.

A Staff Climate Survey was held in November 2002. The results show an improvement in the atmosphere at the Corporation compared to the results of the previous survey. The results were discussed with section heads to explore opportunities for further improvement. Focus groups were set up to address specific areas. The Sports & Social Club Committee organised various events during this year including the party for employees' children, a concert, staff lunch, and other entertainment and sports activities. Staff meetings were held at head office, with the objective of updating employees on the ETC's activities. The meetings proved valuable as a feedback process on the working environment and work procedures. Childminding facilities were organised for staff during the Easter and summer holidays. Employees have been very appreciative of this service and have contributed with new ideas and suggestions to its development.



### **Trends in Expenditure**

The benefits derived from cost centre budgeting techniques were maintained in the year under review. A new accounting software system was installed with the aim to improve the ETC's financial management. The system was customised to the organisation's evolving operational structure. End user training was provided in order to fully utilise the system's capabilities and to minimise difficulties in the change over of the accounting systems. The software was planned to go live in October 2003. The software covers the overall operation of the organisation and is designed to increase the efficiency of cost management. In accordance with the Corporation's Business Plan, the Finance Division developed its standard operating procedures.

The ETC's budget for 2002/2003 amounted to Lm 2.758 million which is 6.3% lower than that of last year. Actual expenditure for the year amounted to Lm 2.609 million, which is 9% higher than the year before. The Corporation spent Lm 1,021,190 on programmes and initiatives while it spent Lm 1,055,282 on staff costs, Lm 444,270 on administration and Lm 89,075 on capital expenditure.