



EMPLOYMENT & TRAINING CORPORATION

ANNUAL REPORT
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EMPLOYMENT AND TRAINING CORPORATION

ANNUAL REPORT
2007 – 2008

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This Annual Report covers the Financial Year starting on 1st October 2007 and ending on 31st December 2008.

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Board of Directors



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Deputy Chairperson



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Board Member



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AMASI (qs), ACIOB
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Ms Philo Meli
B.A (Hons) Econ.
Board Member



Mr William Spiteri
Secretary

Chairperson's Foreword

The ability to respond rapidly and effectively to change is one hallmark of a successful organisation, and one that the Board of Directors is proud to associate with the Corporation. Since taking office in June 2008, the new Board of Directors has been committed to strengthen this attribute of the Corporation, to ensure that it continues to play a dynamic role at such an important juncture of economic and social life.

In 2008, employment growth was buoyant. Labour and skills shortages led to a pro-active and vigorous response by ETC, including numerous outreach events such as recruitment drives and jobfairs, as well as training in a wide range of areas in demand. Particular efforts have been made to improve labour market matching, and this may be reflected in the greater number of vacancies referred to ETC by employers seeking staff. Recognising the growth in part-time work, the Corporation introduced a Part-time Register to meet employers' needs as well as the needs of persons wishing, or only able, to work on a part-time basis.

The Corporation's operating manual has been thoroughly reviewed and amended in consultation with key stakeholders, and the process of revising the legislation regulating ETC is drawing to an end. The process to ensure a fair hearing for jobseekers who fail to take up an offer of employment or training has been strengthened while at the same time, action against undeclared work has been stepped up. Tremendous effort was made, in 2008, to prepare for the implementation of diverse European Social Fund projects worth over thirty million Euros over the coming years. This was carried out in close collaboration with the relevant public entities in Malta, resulting in the launch of these projects in early 2009.

The ability of ETC to change and adapt will continue to be tested over the months to come. Developments in the external environment require ETC to respond in a rapid and coordinated manner to assist the employees of companies in difficulty, training those still in employment, or facilitating the labour market re-integration of those who are not. While it is essential that ETC mobilises to meet immediate needs, this will not diminish ETC's longer-term commitment to promote up-skilling, especially of those with low qualifications. New ways of supporting such up-skilling are indeed being studied and will be introduced over the months to come.

I would like to conclude by acknowledging the active participation of the Board of Directors, and by recognising the positive relationship that the Board enjoys with the Minister for Social Policy John Dalli. I also want to acknowledge the continued cooperation between ETC and other Government departments and entities, and the social partners with whom we work. Lastly, the importance of the support of the European Social Fund to ETC's clients deserves a special mention. In all, it has been a busy and productive year and I would like to express my appreciation to staff at all levels, whose continued commitment and hard work has enabled us to respond well to the challenges we face.



Dr Sandra Sladden
Chairperson

1. Labour Market Developments

The latest published figures for the gainfully occupied population (August 2008), indicate that there was an increase of 3,103 persons in the full-time employed population and of 1,561 in those working part-time as their primary job, in comparison to the same month of the previous year. The total number of persons employed in a full-time job in August 2008 amounted to 145,733 while the number of those having a part-time job as a primary job amounted to 28,272 in the same month. It is interesting to note that women accounted for 70% of the increase in full-time employment and to 47% of primary part-time employment. The number of self-employed persons increased to 17,052 persons at August 2008.



Data in the tables that follow include persons on both Parts 1 and 2 of the Unemployment Register. The total number of registered jobseekers increased marginally by 201 between December 2007 and December 2008 (Table 1). There was an increase in registered unemployed men and a drop in the number of registered unemployed women. Registered unemployment started to increase slightly towards the end of 2008 as a result of the global financial and economic crisis.

Table 1: Registered Unemployment, Malta and Gozo

	Dec-04	Dec-05	Dec-06	Dec-07	Dec-08
Males	6,511	5,715	5,544	4,684	5,004
Females	1,592	1,664	1,617	1,488	1,369
Total	8,103	7,379	7,161	6,172	6,373

A breakdown of registered unemployment by age group shows that the number of registered unemployed youth decreased while unemployment among those aged forty and upwards increased (Table 2).

Table 2: Unemployment by Age Group

Age Group	Dec-04	Dec-05	Dec-06	Dec-07	Dec-08
16 - 19 years	1,005	1,008	823	596	533
20 - 29 years	2,344	2,177	2,012	1,534	1,535
30 - 39 years	1,582	1,485	1,471	1,356	1,410
40 - 49 years	1,840	1,542	1,574	1,457	1,477
50 years & Over	1,332	1,167	1,281	1,229	1,418

Table 3 indicates that the duration of registration remained fairly similar to that registered in December 2007, although there was a noticeable decline in the number of those who have been registering for 53 weeks and over.

Table 3: Duration of Registration

Weeks	Dec-04	Dec-05	Dec-06	Dec-07	Dec-08
0 - 8 weeks	1,616	1,840	1,768	1,521	1,524
9 - 16 weeks	1,251	1,139	1,088	1,033	1,001
17 - 24 weeks	874	699	566	554	667
25 - 52 weeks	1,265	1,042	1,154	807	1,008
53 weeks & Over	3,097	2,659	2,585	2,257	2,173

An analysis of the occupational preferences of the registered unemployed reveals that most are seeking elementary jobs (Table 4). There was a noticeable increase in the number of persons opting for non-manual occupations.

Table 4: Occupational Preferences of the Unemployed

Occupational Group	December 2007			December 2008		
	Males	Females	Total	Males	Females	Total
Manual						
Construction	489	0	489	514	0	514
Metal Working	191	1	192	223	0	223
Wood Working	0	0	0	0	0	0
Printing	14	0	14	11	0	11
Textiles	11	20	31	5	15	20
Miscellaneous Other Manufacturing	1,059	181	1,240	1,118	149	1,267
Catering	167	32	199	179	30	209
Other Service Workers	415	159	574	400	155	555
Labouring	672	133	805	708	107	815
Agriculture	204	1	205	205	1	206
Non-Manual						
Clerical	396	503	899	445	478	923
Supervisory	33	0	33	36	5	41
Technical & Professional	559	114	673	641	100	741
Miscellaneous	474	344	818	519	329	848

2. Employment Services

The Employment Services Division's principal aim is to match jobseekers to suitable vacancies, thus facilitating a rapid re-integration of jobseekers into the labour market. The Division has a number of units, which deal among others with the registration of jobseekers; the receipt and processing of private and public sector vacancies; employment advisory services; employer schemes and services; and EURES. The period under review was characterised by ongoing efforts to strengthen the Division's internal processes, to implement a range of new and improved schemes, and to prepare for the forthcoming European Social Fund programmes.

2.1 Consolidating the Registration Service

When a person becomes unemployed, he or she is offered a sequence of services by ETC. The first such service is registration, where the jobseeker's details and preferences are taken and entered into ETC's database.

Between October 2007 and December 2008, a total of 22,232 persons used ETC's registration services, on a total of 35,364 occasions. This is an average of 118 clients per day.

The transparency of the registration service has been strengthened. A review of Code B, or ETC's operating manual, was carried out over the past months. A number of proposals to clarify and improve registration procedures have been drawn up and are currently under consideration.

Strengthening accessibility has also been a main aim of the Corporation in the period under review. All ETC DVDs were converted to allow persons with a hearing impairment to understand them, through the addition of sign language interpretation. A sign language interpreter is now available during the registration and interviewing process for these clients.

2.2 Personal Action Plans

After a person registers for work, he or she is referred to an Employment Advisor. Together, the client and advisor develop a Personal Action Plan which details the actions that the client will take to improve his or her employability and job search.

Between October 2007 and December 2008, a total of 3,524 new Personal Action Plans were developed. In addition, 10,864 Personal Action Plan reviews were carried out.

In addition to the PAP process, clients' motivation is supported in a number of other ways, including the use of seminars. Youth seminars were held over three day periods, while seminars for adults were held in one day. In total, seven seminars were organised and over 400 jobseekers took part. Mixed groups, with different levels of motivation, proved to be a successful means of mutual encouragement among jobseekers.



Participants at the Youth Motivation Seminar

2.3 Improved Matching

When vacancies are received that reflect a jobseeker's stated job preferences, his or her name is submitted to the employer for an interview. To date ETC's registers only catered for full-time employment. A number of initiatives have been taken to improve the matching process.

Job descriptions and qualifications/skills requirements for each job preference have been developed. These were included in both ETC's profiling database and the website. By December 2008, all registered jobseekers were assigned an ISCED level on the basis of their highest educational level.

With a view to improving the matching of part-time vacancies with persons willing, or only able, to work on a part-time basis, ETC launched its Part-time Register in February 2008. The register is divided in two sections. Part 3Ci is for clients seeking a part-time job as their primary job and Part 3Cii is for clients seeking a part-time job as a secondary job. Employers, together with employers' and union representatives, attended the launch of the Part-time Register, intended to enhance ETC's matching of part-time vacancies to interested jobseekers. At present, there are over 500 clients registering on Part 3ci and Part 3cii.



The launching of the Part-time Register

In addition to its referral of jobseekers, ETC also organises Recruitment Drives for employers needing a number of employees. During this financial year, Recruitment Drives were held for cleaners, room attendants, waitresses/waiters, secretaries and for youths to work as machine operators. Employment advisers were present at these Recruitment Drives to assist employers with their selection process.

Self-service matching has also been strengthened, as a number of stand-alone computers were installed at the Job Centres in Valletta and Birgu through which jobseekers can browse vacancies through the internet.

Also with a view to improve matching, ETC is working more closely with Malta Enterprise and other organisations to better understand what type of investments, and therefore occupations, will be available in the near future. Links have been strengthened with private employment agencies and their vacancies have been made available to our registered jobseekers.



An information session for Gozitans on jobs in the hospitality sector



The refurbished Job Centre in Victoria, Gozo



The Job Centre in Victoria was inaugurated in February 2008

2.4 Job Vacancies and Placements

Efforts were stepped up to obtain more job vacancies which can be offered to clients. Between October 2007 and December 2008, ETC was notified of 15,089 job vacancies, 12,392 of which were private sector vacancies. Of the total number of vacancies, 411 were notified to the ETC Gozo Branch. In late 2007 and early 2008, the number of vacancies notified to ETC increased but started to slow down towards the end of 2008.

During this financial year a total of 2,543 employers used the recruitment services provided by ETC, of which 767 used ETC services for the first time. Outreach to various employers was made, with a view to obtaining job vacancies and to inform them about current ETC employment schemes.

In order to encourage employers to use the Corporation's recruitment services, a number of recruitment drives were organised. The scope of these recruitment drives is to help employers promote their job opportunities and find suitable staff. Recruitment drives organised by ETC were instrumental in the filling of vacancies in various sectors, namely hospitality, retailing, health care and construction.

The number of persons placed in jobs by ETC increased from 3,548 in 2006-2007 to 4,638 in 2007-2008. Of the latter, 102 were placed in Gozo. The average number of placements per month for this year exceeds that of last year. The number of placements made in the private sector amounted to 3,182 out of the total of 4,638.

Placements were carried out in both direct and indirect ways. Direct placements involve the direct submission of the jobseekers to the vacancy by employment advisers and job centre staff. Indirect placements are those which are filled through other ETC services such as CV search, website vacancy search, auto-mailer service and the job banks.

Success in placing jobseekers in employment is not only demonstrated through the number of persons placed but also through the number of those who are still in employment one year after they were

employed. 73% of those placed in a job between October 2006 and September 2007 were still employed one year later.

ETC is also obliged to offer its services in public sector recruitment, in accordance with the Constitution of Malta (Subsection 110(6)) and the Employment and Training Services Act (Article 15). During this financial year ETC processed the recruitment of 1,456 persons in the public sector.

2.5 Employment Schemes

Employment schemes have proven to be an effective way of assisting the unemployed to re-integrate into the labour market. During the last financial year, ETC offered a number of different schemes to employers seeking employees and to persons seeking a job.



Chairperson Sandra Sladden, Minister for Social Policy John Dalli and CEO Sue Vella during the closing conference of the ESF 72 Job Experience Scheme project

2.6 Work Experience Schemes

455 young persons were placed on the Job Experience Scheme, which was partially funded by the European Social Fund (ESF). Several initiatives were taken in order to achieve the set targets. An audiovisual production highlighting the success stories of this scheme was produced and distributed among employers. This was also aired on TVM, the State TV channel in Malta. 95 youth and 101 adults were placed on the Active Youth Scheme, also partially funded through ESF. The success of this scheme is the result of intensive and continuous promotion on radio stations, newspapers, and one-to-one meetings with employers and local councils. 34 jobseekers from Gozo were on work exposure schemes with companies in Gozo.

2.7 Gozo Employment Aid Scheme

The Gozo Employment Aid Scheme was launched by Malta Enterprise in collaboration with ETC. The scheme aimed to stimulate employment opportunities for jobseekers that are in disadvantaged situations. ETC was entrusted to manage the scheme. The scheme closed in December 2008 and had 240 participants.

2.8 Private Sector Placement Scheme

The Private Sector Placement Scheme was launched following the budget speech announced by the Ministry of Finance for 2008. 158 persons who had been registering for work for more than twelve months were placed in private sector employment through this scheme.

2.9 Employment Aid Programme

The Employment Aid Programme is a new project which will be launched in 2009 and for which ETC undertook extensive preparation in 2008. The programme will aim to facilitate the transition to employment of disadvantaged clients. All the preparatory work, including the necessary audit trail, covenant, implementation guidelines and application guidance notes, has been concluded.

2.10 Rapid Reaction Service

Although not strictly a scheme, the Rapid Reaction service is offered to local companies who have collective redundancies. Employees of a number of companies were in 2008 provided with special arrangements to make registration and job seeking easier for them. These include the profiling of each worker, registration on the suitable part of the register, and the provision of training opportunities to help them update their knowledge and skills. It also involves, where possible, a one-stop service whereby people registering for employment can simultaneously register for any benefits to which they may be entitled.

2.11 Giving Clients a Voice

A jobseeker who wishes to remain on Part 1 of the Register must be willing and available for work, and must keep their weekly registration appointment and/or participate in any employment or training schemes to which he or she is referred by the Corporation on the basis of his or her stated occupational preferences. Clients who default are now being advised that they are to be removed from the Register and are given the opportunity to provide evidence justifying the lapse.

The justification process was improved during 2008. The cases of 2,474 persons who defaulted on an ETC measure or refused work were examined. Many of these provided medical certification while others had acceptable reasons for defaulting. 885 persons did not, and their names were removed from the unemployment register. Standardised criteria for treating like cases alike have been developed. One measure of the success of this process is the decrease in appeals lodged against ETC decisions with the National Employment Authority. More than 80% of cases appealed were decided in favour of the Corporation.

From July, ETC has begun to require jobseekers who default on registration or an active measure, to present their blue medical certificate to the Department of Social Security within ten days of the date of medical examination.

2.12 EURES

EURES – the European Employment Services – aims to create more awareness about worker mobility in Europe. EURES informs European citizens on vacancies in other Member States of the European Union, the European Economic Area and Switzerland. It offers information on the working conditions, the social security system, health care, education and training opportunities, accommodation, culture and the lifestyle in particular European countries. EURES assists European nationals who come to work in Malta. It also provides help to local employers in their recruitment of workers from European countries.

In Malta, the EURES service is offered by ETC. In the past year, EURES advisers have been involved in various initiatives, relating to outreach, recruitment, reporting and evaluation.

In order to raise awareness among more of the population, various outreach activities were held. The EURES Malta Website, and the Freephone, were launched, and have already been used extensively by clients. A six-hour training course on EURES was introduced for clients wishing to work abroad. Information sessions on living and working in other European countries, including Finland, Northern Ireland and Luxembourg, were held. An information session was also held for Shipyard workers, in conjunction with company from the Netherlands. Several seminars were held for employers, including those for specific sectors such as accountancy, call centres, construction and financial services. A EURESWeek was held in September, which included the European Job Fair and information sessions in Gozo and Valletta. Other events were held, such as the EURES Fair at MCAST, the EURES Hospitality Industry Seminar in conjunction with MHRA and MTA, participation in the University Careers Convention; a seminar for Personal and Social Development teachers; and the AISEC Seminar.

EURES Malta also participated in a number of events to increase its knowledge base and local and foreign contacts. The EURES team participated in various training seminars; the Europa Day; and the European Commission's 'Your First Job Abroad Initiative'. For the latter, four foreigners who had been placed in Malta through this Initiative were invited to attend the Closing Conference of this event in Paris.

The Annual EURES Job Fair was held in September 2008. Several foreign employers attend this event, together with local private recruitment agencies. The event is widely publicised, and individuals who may be interested in working abroad are invited to visit the various stalls and chat with the employers concerned. Over 500 persons visited this two-day Job Fair.

In 2008, the Living and Working in Malta Report was updated and printed. A DVD on this topic was prepared by the European Commission, assisted by EURES Malta. EURES Country Fact Sheets have also been prepared, for dissemination in 2009. A Research Forum was held, where the findings of two research studies were discussed. These studies addressed the obstacles to mobility for Maltese citizens, as well as an evaluation of EURES Malta for the years 2004 to 2006. EURES internal newsletters were drafted and disseminated to ETC staff.

More detailed information on these initiatives is available in the EURES Malta Annual Report for 2007/2008. This is available from the EURES office and can be downloaded from the ETC and EURES Malta websites.



Minister for Social Policy John Dalli, Chairperson Sandra Sladden and the Head of the EU Representation in Malta, Joanna Drake, during the inauguration of the EURES European Job Days 2008



The EURES stand at the EURES European Job Days 2008

2.13 Some Success Stories

Employment advisers are a point of reference for both jobseekers and employers, guiding jobseekers in finding a job and employers to find employees. The following are some actual success stories. The names of people have been changed.

“One important thing I learnt from my employment adviser is how to search for a job and where to go. I realised how much the CV and the letter of application were important in finding a job. I used to find it difficult to compile an attractive CV in the required European format. With the help of my employment adviser I did a new CV which is more presentable and up to standard. Even to attend a job interview, I was finding it very difficult, but then I began to recognize what an interview is and how I should prepare myself for one. The Personal Action Plan handbook, which was given to me by my adviser served its purpose as an excellent guide.”

Mark Attard
Jobseeker
Aged 35 years



“Whenever I need something from ETC, I contact the employment advisers responsible for vacancies. I am contacted as soon as soon as they find a person who matches my requirements. The people there are very helpful and I’ve found good workers thanks to their assistance.”

Mario Vassallo

Managing Director in a local construction company

“Whenever I require data entry operators and accounting clerks, I contact one of the employment advisers at ETC. In a short span of time they send me a list of jobseekers qualified and skilled for my needs. The service I get is always a personalised one. I find this very professional. I have recruited several employees through this service and I encourage other employers and HR managers to do the same. personal contact with this advisor, since I trust that she will send me a pool of qualified candidates from which to choose from”.

Louise Piscopo

HR Manager in a local financial services company

“I was out of work for more than three years. I really wanted to work but it was difficult for me to find a job. My employment adviser told me that ETC was organising a live-in motivational seminar for young jobseekers. At first I was a bit hesitant, especially since I didn’t know any of the other participants. At the end I opted to try it. I never thought I was going to enjoy myself so much and that I would make so many friends. I learned a lot of tips about how to apply for a job and how important it is to prepare for a job interview. After the seminar I started a course in basic English and now I am



also attending a basic computer course. Thanks to ETC, I am enrolled on a work experience scheme and am working as a sales assistant. I hope that after I finish this scheme I will find a job which is right for me. Now I feel more positive about my future and I feel more confident since I am learning a lot of new things.”

Fiona Debono

Jobseeker
Aged 18 years

ETC work exposure and experience schemes are a very important tool in helping jobseekers to get in touch with the world of work, especially since a number of them lack the necessary work experience. Being on a scheme helps them not to be socially isolated – one of the negative results of unemployment. The following are stories of real people who successfully completed their work exposure and employment scheme. Names have been changed.

“I was very willing to work but it was extremely difficult to find a new job. After being made redundant from a factory a few years ago and was also recently made redundant from another factory, I was feeling very demoralised. My employment adviser encouraged me to participate in the Private Sector Placement Scheme which gave me the opportunity to be placed in a new job and train in it. After I completed the scheme, the company offered me the opportunity to continue working with them on a full-time basis.”

Lawrence Galea

Machine Operator
Aged 45 years

"I had been registering for work for more than one year and a half. I was not really interested in working since I was managing to live over the social benefits. My adviser invited me to a live-in seminar and I accepted thinking it would be a waste of time. As it came out, the seminar, especially the talks we had, were very encouraging and interesting. I integrated well in the group and made some friends. After the seminar I decided to take a course on security guards. This course was offered to me free of charge by ETC. My adviser then referred me to the Job Experience Scheme. I was engaged with the National Rescue Society (Soċjeta` Nazzjonali tas-Salvatagg) as a lifeguard. I really did well on the scheme and in fact the employer decided to hire me full-time during the summer months."

Christian Sultana

Jobseeker
Aged 24 years



When organising Recruitment Drives, ETC provides its premises and promotes the event on the local media. The company does not incur any cost. One such recruitment drive was organised for Triple S Consultancy which required employees to work on Super Yachts. 21 persons attended this activity. Two representatives from the company delivered a presentation on the employment opportunities available, what was required and the conditions of work being offered. Five persons were subsequently short-listed for a career in the yachting industry.

The following are some comments by employers following the recruitment drives ETC organised for them. Names have been changed.

"Thanks to the assistance of ETC, we held a successful recruitment drive when we really needed employees for our company. Not only did ETC help us in the organisation and the promotion of the recruitment drive, but the employment advisers in charge also assisted us in following-up the candidates. Thanks to the professional approach of staff at ETC, everything ran smoothly and we felt very welcomed. After the recruitment drives we continued to receive further applications, including from persons abroad. I would not hesitate to contact the ETC again should we need to undergo a similar exercise in the future".

Carmel Galea

HR Manager in local hotel

"I usually seek the ETC recruitment services whenever I have vacancies to fill. Some months ago I held a recruitment drive the help of employment advisers. They were very helpful and I think it is very practical to have an employment adviser with you during interviews. This way it is easier for the Corporation to take action with regards to those registrants who do not really want to work. Through the recruitment services of ETC I have recruited several suitable persons."

Mark Zammit

HR Manager in a local cleaning services company

3. Training Services

The Training Services Division aims to maintain and enhance the employability of jobseekers as well as to those in employment. It offers a range of training programmes, from key competencies to trade, technical and other courses in demand by the labour market. It also administers the apprenticeship scheme and operates a number of traineeships in areas of demand.

During the period under review, the Training Services Division has strengthened its competences in basic skills training; it has contributed to the re-training of employees undergoing collective redundancies and has prepared applications for the European Social Fund and the European Regional Development Fund.

Two applications were submitted during the year to the European Social Fund, which have been approved and are to be launched in early 2009. The Employability Programme (EP) will consist of a number of initiatives, namely: initiatives related to job search assistance, training in basic skills, work orientation and training programmes, traineeships in occupational areas, a training subsidy scheme and a skills assessment system.

The Training Aid Framework (TAF) will support companies to provide training for their employees. Companies will be reimbursed a percentage of the training costs incurred. The aid will depend on the size of the company and the type of training provided. Training can be either specific (applicable only to that organisation) or general (transferable). TAF aims to cover any form of training, from the basic induction training to any specialised post graduate training programme relevant to the company and the employee.

Another project will be the building of a new training block next to the existing Training Complex in Hal Far. This project will be partially funded through the European Regional Development Fund (ERDF). This new training block will increase the capacity of ETC to meet the increasing demand for training. It will provide full accessibility to persons with disability, as well as improved health and safety standards. This project will provide ten more training rooms and four offices.



Trainees at the vehicle spray painting course at the ETC Training Complex

3.1 Mainstream Courses

Training programmes were organised for those seeking employment and for persons who are already in employment but interested in upgrading their skills. Attention was given to particular client groups, namely females returning to the labour market, persons with disability and young entrants into the labour market. Other programmes were targeted at particular groups such as the former employees of VF and Bortex, who were made redundant during the year and for which European Globalisation Funds were used.

The number of people who took ETC courses in Malta and Gozo in the year under review was 5,508. Of all participants receiving training, 3,747 were males and 1,761 were females. Training programmes organised by the Corporation were primarily attended by unemployed persons registering for work and by others who are inactive in the labour market.

In collaboration with Lufthansa Technik, ETC organised a spray painting course for 20 participants. Those who successfully concluded the programme were offered a job with the company and were eventually sent abroad for specialised training. Following recommendations by the Federation of Industry's education group, ETC organised a training programme in machine setting. The programme was attended by jobseekers and others already in employment referred by their employers.



Trainees at the refrigeration and air-conditioning course at the ETC Training Complex



In view of the acute demand for room attendants and cleaners notified to ETC by MHRA, a large number of commercial cleaning courses were organised in collaboration with the Institute of Tourism Studies (ITS).

ETC collaborated with MCAST to identify young people who dropped out of foundation courses. These people were contacted by ETC and were offered information and assistance.

ETC delivered literacy courses for persons seeking employment, which training was partially funded by the European Social Fund. The ESF also assisted ETC to design and print training manuals for trainers and trainees in Maltese and English, to fund marketing campaign on local TV on the importance of being able to read and write, and to organise a national conference on the subject for various stakeholders.

Following the publication of a research study on jobs in the environmental sector in Malta, the Training Services Division produced two new technical courses that would provide training to persons availing themselves of jobs in this emerging market. These courses are on alternative energy, the use of photovoltaic cells and installation of solar water heaters.

3.2 Apprenticeship Schemes

There exists considerable research that highlights the value of a dual system of vocational training, that is, a combination of off-the-job and on-the-job practical training. In 2008, ETC continued to administer the Apprenticeship Scheme, and undertook numerous initiatives to improve the quality of the schemes, increase the number of apprenticeships on offer and increase the number of apprentices and companies enrolling apprentices.

At the end of December 2008 the number of apprentices registered with ETC stood at 728. Males account for 87% of this figure. Apprentices are placed with 341 local companies. Most of the participant companies are in the private sector. ETC representatives carried out 687 monitoring visits to apprentices. 510 visits were held at different places of work during the apprentices' on-the-job training, while 177 visits were held at the venue of theoretical training, which is normally either MCAST or ITS.



CEO Sue Vella and Chairperson Sandra Sladden presenting the Journeyman's Certificate to a successful apprentice

In an effort to engage more employers and to include more callings in the apprenticeship framework, various meetings were held with representatives of the Federation of Real Estate Agents, the Chamber of Notaries and MIDI Consortium. Outreach was also held on various radio and TV programmes, including *Karrieri*, a local TV programme aired on TVM which focuses on different career paths in the local labour market.

This year saw the introduction of the 'software developer' calling under the Technician Apprenticeship Scheme and improvements in the training programmes being followed by MCAST for the callings of 'aircraft maintenance technician' and 'vehicle body repairing'. Discussions are currently underway to review the training programme pertaining to apprentices following the calling of 'printers'. Meetings have also been held with employers operating in the yachting industry.

During the past year, the Corporation was represented in the 'First European Meeting for Young Apprentices', held in Paris. This conference was also attended by a number of local apprentices and representatives of the Chamber of Commerce.



ETC has this year continued to set up and coordinate steering committees, with the aim of building links between the industry and vocational education training providers. During this financial year, four new committees were set up – for employers sponsoring apprentices studying ICT, for employers sponsoring apprentices studying construction engineering and/or building services apprentices, for employers sponsoring apprentices studying laboratory technology, and for employers sponsoring apprentices attending the Institute of Electrical and Electronics Engineering at MCAST.

3.3 Traineeship Schemes

The Traineeship Scheme is also based on the dual system, where participants receive theoretical training as well as work experience at an employer's establishment. Traineeships tend to be shorter in duration than apprenticeships and allow for a rapid response to employers facing shortages in any given sector. ETC organised a traineeship scheme in ICT, partially-funded by ESF. The programmes followed in this scheme were selected by employers after an open call was published. This was then followed up by a call for training services providers, a procedure that is in line with public procurement regulations. The programmes offered within this traineeship were:

- Cisco Certified Network Associates
- ASP.Net
- Microsoft Certified Systems Engineer
- Certified Information Systems Auditor
- Enterprise Networking
- Photoshop, PowerPoint and 3D Studio Max
- International Advanced Diploma in Computer Studies

Two other traineeships were offered during this financial year. One of these was in machine setting and 14 persons took part in it. The other traineeship was in the slaughtering and deboning for butchers and another 14 participants took part in it.

3.4 Training Grant Schemes

ETC offers training grant schemes, to assist employees in upgrading their skills and to partly finance the cost that employers incur to train their employees.

Under the Training Subsidy Scheme the Corporation reimburses a maximum of 75% of the training cost, up to €580, for persons working in very small enterprises who undertake training (which is notified in advance to the Corporation). 22 persons applied for, and utilized, this scheme in the year under review.

ETC also administers the training grant scheme emanating from Regulation 14 of the Business Promotion Regulations Act. This scheme provides financial assistance to employers in respect of the training costs and personnel costs involved in training their employees. Between October 2007 and December 2008, ETC officials examined 1,301 training programmes taken by 6,279 trainees. It paid €584,045.30 as financial assistance to employers.

To promote these grant schemes, several information meetings were held with local enterprises and with possible foreign direct investors. These foreign investors were introduced to ETC by Malta Enterprise. In order to strengthen the information to employers, ETC issued monthly mail shots to 243 employers.

3.5 Trade Testing

The Corporation continued to co-ordinate the trade testing of persons who apply to have their competences assessed and certified. Between October 2007 and December 2008, 703 persons were tested or re-tested by legally-constituted trade testing boards. The number of persons assessed is made up of 523 apprentices, 151 non-apprentices and 29 trainees.

3.6 Night Institute for Further Technical Education

Some of the initiatives undertaken by the Night Institute for Further Technical Education (NIFTE) during this last operational year include the introduction of new programmes and the delivery of training programmes taking place on actual places of work. The number of persons who received training on the NIFTE programme amounted to 1,323. ETC representatives had talks with City & Guilds of London so that it can be recognised and accredited as a City & Guilds Training and Testing Centre.



3.7 Ibdan Negozju Tieghek Scheme

The Ibdan Negozju Tieghek (INT) programme trains and supports the unemployed wishing to start a business. The programme consists of training, business planning and a grant. Last year, 15 persons started this scheme. Furthermore sixteen trainees who had completed their training and business planning phase, received the start-up grant of €2,300. The areas in which these clients started a business included beauty therapy, retailing, handyman services, frame and curtain making, travelling, ICT and metal finishing. Towards the end of the operational year, ETC re-designed the scheme for former workers of Malta Shipyard. So far 15 persons have registered for the programme, scheduled to start in early 2009.

A Business Planning Programme was also co-ordinated for 10 former employees of VF and Bortex, who were made redundant in 2007 and who were also eligible for a business start-up grant under the EGF. Apart from offering training services, these persons were given career guidance on how to start a business. Independent assessors examined the business plans of 24 of these workers before they qualified for start-up grants available through EGF.

In addition to the initiatives mentioned above, and in support of persons who have already started their own business, ETC provided courses in business and management under its Business and Management Development Programme. 75 participants participated in one of the seven courses offered under this programme. The most popular course was People Management.

The computer lab at the training centre in Valletta was established by the Ministry responsible for information technology Community Technology Learning Centre (CTLCC). The centre serves as a hub for clients from the locality and the surrounding areas that wanted to participate in computer training programmes and acquire basic knowledge on the use of ICT. Four different programmes were offered with the most popular programme being the MyWeb course attended by 92 participants. The Digital Literacy course was also delivered from the same place and for which ETC has obtained recognition by Microsoft Malta. Other programmes were MyWeb+ with 32 participants and an ICT Trainers Training Programme for 34 participants. The latter served to create a pool of trainers for the new CTLCCs that were planned to be set up in other localities.

3.8 Train the Trainers Network

During this financial year, the Train the Trainers Network (TTnet) in Malta organised a number of information sessions for teachers and trainers engaged in vocational education training. TTnet Malta participated in a European-wide project on defining vocational education training standards and job descriptions for teachers and trainers.

4. Promoting Equal Opportunities on the Workplace

ETC's employment and training services are open to people from all walks of life, though special efforts are made to reach out to groups most in need of assistance. The Corporation aims to contribute to increased levels of gender equality in the labour market, and also to provide useful services to other client groups in particular circumstances. The Gender Equality Unit, and the Supported Employment Division in ETC, provide a range of services in this respect.

Promoting Increased Employment among Women

ETC is the project leader of a PROGRESS-funded European project called 'Tajjeb'. This aims of this project are to identify the obstacles which are preventing male and female employees from reconciling work with life. Participant countries have to carry out qualitative and quantitative research in their country and to determine the challenges employers are facing in adopting work-life policies and what is their impact on the organisational effectiveness. The findings will then enable the participating public employment service agencies to identify measures that can be introduced to support employers in the implementation of work-life measures within their organisations.

During the past year, ETC completed another ESF-funded project – Promoting an Entrepreneurial Culture among Women. The aim of this project was to encourage females to consider the option of setting up their own business and possibly, create more and better jobs for other women in micro and small enterprises. The project which was due for completion in the previous year was extended and boosted with additional funding. The project included training in business skills, mentoring skills course, the development of a bi-lingual training manual including, DVD for prospective entrepreneurs, a TV campaign and a reference library for trainees.



The Women@Work project proceeded in Cottonera and Valletta. 20 women from Cottonera and another 20 from Valletta took part. A coffee morning called “Coffee Morning b’Differenza” (Coffee Morning with a Difference) was organised, during which participants were given information about the world of work, employment opportunities for women, returning to employment and how to go about looking for work. The objectives of this project are to identify and give the necessary support to unemployed women from Cottonera and Valletta in order to encourage them to take up remunerated employment and thus become financially independent. This was done by encouraging them to offer services within the community. Following the first seminar, all participants were invited to attend training sessions on gender issues at work, health and safety and on the various services offered by ETC. Following these sessions, an action plan was drafted for each person.

Persons with Disability

In 2008, ETC continued to implement the ESF-funded Supported Employment Scheme for persons with disability. 61 persons found employment through this scheme, and for 20 of these persons, it was their first ever work experience. In total, the Supported Employment Division placed 147 persons in employment during the period under review. 24 clients were placed in employment through the partnership agreements that ETC has implemented with Eden Foundation and Richmond Foundation.

Work experience schemes were also utilised to increase the employability of 49 persons with disability, including ETC’s Bridging the Gap scheme. 66 persons with disability also received training through the cooperation agreements that ETC held in 2008 with non-governmental organisations.

Other Client Groups

During the period under review, 23 former inmates, 82 former substance abusers and 16 other persons were placed in employment. 294 clients facing social difficulties were trained, some of whom through ETC’s cooperation agreements. 64 others were placed on work experience schemes ETC coordinated a training programme at the Corradino Correctional Facility (CCF) and 65 inmates were provided with training opportunities at CCF.



The Very Long Term Unemployed

This client group includes those who have been registering for over five years. Following last year's intensive exercise where ETC called in each client and developed a detailed profile, this year efforts were accelerated to secure work placements for them. 163 persons were placed in work, 1,593 were trained and 307 benefited from work experience schemes. Persons who refused an employment or training opportunity without a valid reason were removed from the unemployment register.

5. Law Compliance

The number of inspections at various places of work during this financial year amounted to 4,119 (of which 304 were held in Gozo). During these inspections, 7,637 persons were interviewed. An additional 354 persons were called in at the Law Compliance Unit in Hal Far for further investigations. Desk inspections amounted to 206.

The number of infringements identified were 2,175. Most persons breaking the law were working without having notified ETC of their engagement. An analysis of infringements reveals that most of them occurred in the hospitality, cleaning and retailing sectors.

LAW COMPLIANCE

	October to September			Oct – Dec	
	2003-4	2004-5	2005-6	2006-7	2007-8
Number of Infringements					
by Category					
Working and Registering	408	334	219	197	145
Employment of Minors	10	30	20	26	12
Employment of Foreigners	70	71	195	302	291
Employment not Reported to ETC	814	1,643	1,831	1,589	1,727
Total	1,302	2,078	2,265	2,114	2,175

LAW ENFORCEMENT

	October to September			Oct – Dec	
	2003-4	2004-5	2005-6	2006-7	2007-8
Law Enforcement Activities					
Total Strike-Offs	1,323	2,142	1,543	1,799	2,032
Total Appeals to NEA	881	777	746	860	1,076
Appeals Upheld	335	184	224	127	198
Percentage of Cases Upheld	38%	24%	30%	15%	18%
Number of Inspections	2,790	3,850	5,144	3,484	4,119
Number of Infringements	1,302	2,078	2,265	2,114	2,175

A total of 1,236 cases were prepared for Court sittings and another 400 cases were passed on to the Police for court processing. 36 court sessions were held, during which 500 cases were heard. Of these, 179 cases were decided on by the Court and 321 cases were withdrawn. Out of these withdrawals, 252 were withdrawn by the employer as he / she accepted to regularise the position of the employees and the fine was paid. ETC won 75% of the 179 Court cases heard.

A new online reporting system has been set up to channel information and documents to the National Employment Authority. A meeting with all NEA members was held at the beginning of the year with the aim of enhancing the NEA justification system. The number of appeals being upheld in favour of ETC by the NEA now stands above 80%.

This year, ETC invested in a new computerised system for cases of illegal employment. This system ensures better security, performance and confidentiality. It is intended that in the near future, all infringements of individual persons and companies will be permanently recorded in an 'infringement history'.

6. Business Development

The Business Development Division is responsible to collect labour market information, to monitor ETC's performance against a number of targets and to evaluate selected schemes or services as the need arises. As the management of information is at the heart of all ETC's operations, the IT Unit plays a very important role in ensuring the successful outcome of these initiatives.

Labour Market Information

The Corporation continued to publish monthly data on unemployment and employment through the National Statistics Office (NSO). During the past financial year, revised monthly employment figures for 2006 and 2007 were issued. The re-classification of employers into the standardised NACE code continued with the assistance of the National Statistics Office (NSO), where the records of over 6,900 employers were updated and re-coded.

Over 460 requests for information were answered. These included Parliamentary Questions and queries from students and the media. Quarterly comparisons of ETC's un/employment data with those gathered by the NSO through the Labour Force Survey were also conducted, for purposes of comparison and validation. With the assistance of the Management and Personnel Office at OPM, the Public Sector database continued to be updated. The objective is to finalise this project before ETC moves its data entry operation to the Inland Revenue Department web portal.

The Board and management continued to monitor ETC's Business Plan Indicators. Development continued on the Functional Balanced Scorecard System at ETC. This provides an insight into the overall performance achievements of the respective operational and support divisions. This system was re-evaluated in line with other statistical information collected internally for monitoring purposes such as the performance indicators.



As in the previous financial year, the National Reform Programme Indicators for Malta for 2007 were compiled and dispatched to the European Commission. The Labour Market Policy database for 2007 was compiled and forwarded to NSO for eventual transmission to EU. Regular reporting and feedback was provided to the EMCO Indicators Group on flexicurity indicators. Country feedback reports were also presented as background information for the MISEP (Mutual Information System for Employment Policies) meetings, and were subsequently published in the European Employment Observatory. ETC provided all required tabulations for the unemployed and the employed populations and the graduates population in conjunction with the medium-term forecast of occupational skills in Europe (Skillsnet CEDEFOP Project). It also provided information concerning vacancies notified to ETC (as the Maltese public employment service) and placements made by ETC over the period 2006 to 2008 to the European PES Network.

The processing of engagement and termination forms has been improved. A new procedure was introduced to enable staff to better assist clients who have incomplete records in their employment history. Through this procedure, a one-stop-shop approach was adopted, and procedures were introduced to cover all possible scenarios.

ETC continued to collaborate with the Inland Revenue Department to launch a single notification point for employers engaging a new employee. This will reduce the administrative burden on employers, who are currently required to submit different forms which have common information. This project should be launched in 2009.

During the past financial year, ETC staff processed, on average, 13,289 engagement and termination forms every month – 28% of which were posted on the ETC website. On average, 756 clients were serviced on a monthly basis in relation to the above. ETC updated more than 37,467 records, interviewed more than 1,727 inactive persons to determine their current status and followed more than 255 lapsed clients. In relation to employment records, ETC has been summoned to provide evidence in 189 Court cases and 233 Social Assistance Board cases.

Evaluation of ETC Services

During the period under review, internal evaluation of ETC services was stepped up.

Streaming Feasibility Study

Secondary data analysis of the registering unemployed and their participation in active labour market programmes was conducted, to determine the impact that labour market programmes had on the employment status of the unemployed after a few months of their participation.

Evaluation of Basic Skills Courses

The evaluation of the 'Basic Skills Courses' has been completed this year. The study consisted of 65 qualitative interviews with jobseekers and training staff, as well as 41 class observations. The study sought to evaluate the impact of literacy and jobskills courses and the level of client satisfaction. While findings were largely positive on a number of criteria, an internal working group has been set up to study a number of issues in greater depth.

Evaluation of the ESF 31 Lone Mothers Initiative Project and the ESF 52 Training Programme for Youth in Institutional Care. An evaluation exercise was conducted on two projects which were partially funded by ESF: The Lone Mothers' Project (ESF 31) and Youths in Care project (ESF 52). The project consisted of qualitative interviews among programme participants as well as programme staff and trainers. While findings suggest that a number of youth found the project beneficial, it illustrated the need for a holistic and joined-up approach to this group of clients.

Results of these evaluations were presented to ETC staff during formal presentations that took place during 2008.

Published Reports

Research reports on lone mothers who live on social benefits, on early exit from employment and on women's work aspirations were published. All reports are available on the ETC website.

Research Forum

The results of a qualitative research study conducted by ETC among men who were over 55 years of age and had left work before retirement age were presented during a research forum to interested stakeholders.

7. EU Affairs and Employment Licenses

During the past financial year, the European Affairs Unit strengthened its role to assist the Corporation to apply for and implement EU-funded projects. It was also instrumental in implementing the European Globalisation Adjustment Fund and in providing feedback on various European policy documents.

Project Support

The European Affairs Unit provided technical assistance linked to the management and implementation of EU-funded projects. Support was provided, as required, in relation to issues concerning financial management and payments, monitoring and reporting, administrative and financial checking, retention of documents and compliance to the European Community regulations.

Under the 2004 – 2006 programming period, the Unit provided support in respect of the 11 projects undertaken by ETC that were part-financed by the European Social Fund (ESF). Nine of these were concluded by the end of 2008. The remaining two, being ESF 18 – Literacy Programme for Persons Seeking Employment and ESF 72 – Job Experience Scheme were extended to 2009, as additional funds were allocated to the Corporation to extend the mentioned projects. The Corporation also successfully completed a construction project extending the Skills Centre, with a view to increase the capacity of the Corporation's Training Services and which was funded by the European Regional Development Fund (ERDF).



Parliamentary Secretary Chris Said and Minister John Dalli during a press conference announcing the ETC EU-funded projects



A panel discussion during the ESF 37 national conference on green jobs in Malta

The Unit was also directly responsible for the implementation of two ESF-funded projects, namely the ESF 31 Employment and Training Schemes and ESF 37 Study on job creation and job training in the environmental sector.

ESF 31 served approximately 1,000 clients and was mainly sub-divided into 4 actions:

- basic employment training for youth;
- redeployment scheme;
- traineeships for women returning into the labour markets; and
- traineeships for lone mothers.

ESF 31 also included an evaluation on the implementation of the Basic Employment Training and the Traineeships for Women Returnees.



An information session to local employers and HR personnel on the EGF project

Through the ESF 37 project, the Corporation sought to explore the potential of job creation in the environmental sector and tried to identify the training required to meet the future labour market demands in this sector. The findings of the research study were presented during a seminar organised in June 2008.

Both ESF 31 and ESF 37 were concluded in December 2008.

Also during 2008, further calls for project proposals were issued by the Planning and Priorities Coordination Division (PPCD) within the Office of the Prime Minister. During 2008, the Employment and Training Corporation submitted five ESF proposals, for possible co-financing under the 2007-2013 programming period.

European Globalisation Adjustment Fund (EGF)

The European Globalisation Adjustment Fund aims to help workers made redundant as a result of changing global trade patterns. ETC applied for this Fund as soon as collective redundancies were announced at VF and Bortex in the summer of 2007. Funding was formally received in April 2008. The European Affairs Unit administered and coordinated this project together with inputs from other Divisions at ETC.

The initiatives provided through this EGF project to the 660 persons made redundant were:

- profiling of each redundant employee by the Corporation's employment advisers at their place of work;
- occupational guidance services for those who wished to benefit from advice to improve their career prospects;
- training opportunities for those wishing to upgrade their knowledge and skills, and thus, improving their level of employability and adaptability;
- entrepreneurial start-up grants for those who were interested in starting their own business up to a maximum of €5,823 (to cover initial expenses such as permits, licenses, marketing and basic equipment);
- redeployment scheme for employers who engaged former VF and Bortex employees (employers could benefit from a redeployment grant equivalent to half the minimum wage for 17 weeks);
- job search allowance of €69.88 per week for employees who were registered unemployed (clients were eligible for this allowance as from the seventh month of their registration, for a maximum period of 6 months).

Policy Feedback on Employment and Migration Policy

The European Affairs Unit provides feedback to Government Ministries on issues being discussed in various European fora. In 2008, the issues that were most frequently discussed included economic growth and job creation, flexicurity, lifelong learning, new skill needs, and disadvantaged groups.

The Chief Executive Officer, the General Manager (Operations) and the Manager (Labour Market Information), and the Manager (EU Affairs) are delegates to the advisory body to Council, the Employment Committee and its sub-groups the Ad Hoc Committee and the Indicators Group respectively. These Committees are made up of delegates from each Member State and work to develop policies and opinions on current and emerging labour market issues.

During the period under review, the European Affairs Unit also participated in conferences and meetings, both locally and abroad, related to the implementation of projects funded by the EU and the employment policy at European level. Updates were also provided on the status of the measures planned under the National Reform Programme – a national document which identifies the commitments of the Maltese Government in reaching the targets of the Lisbon Agenda in the fields of education, training, employment, environment and public finances. Similar updates were also provided on the National Action Plan on Poverty and Social Inclusion.

Coordination of Changeover to the Euro

Prior to the adoption of the Euro as the legal currency in Malta, preparations were undertaken to ensure that changeover runs as smoothly as possible at ETC. The European Affairs Unit liaised with the ETC Financial Services Division on the necessary changes to the software used to issue payments. The Unit also liaised with the Communications and Marketing Unit for all publicity material of the Corporation, including the website, to display prices in both the Maltese Lira (the former currency up to the end of December 2007) and the Euro. The Unit also liaised with the Training Services Division to provide clients with training on the new currency, with the aim of helping them to get used to the new currency as quickly as possible. Various training sessions were organised for cash handlers within the Corporation. In the months following the adoption of the Euro, a review exercise was carried out in order to verify that the changeover was proceeding smoothly and according to plan.

Employment Licensing

Between October 2007 and December 2008, the Corporation received 14,731 applications for the issue or renewal of employment licences to foreigners.

Out of the 8,970 employment licences that were still active at the end of December 2008, 4,013 licenses were issued to EU nationals, 3,344 to third country nationals and 1,613 to refugees, persons enjoying 'temporary humanitarian status' and asylum seekers.

8. Human Resources and Corporate Social Responsibility

Staff Training and Development

During 2008, employees attended a number of training courses on various issues, namely gender equality awareness, diversity management, business writing, conflict resolution, ICT, employment legislation, team building, tendering procedures, interpersonal skills, emotional intelligence, and VAT payment procedures. 173 employees benefited from the 59 different training programmes delivered. In addition, 4 employees were sponsored to undertake courses at tertiary level.

External trainers were invited to provide information sessions to members of staff the roles and procedures of the Department of Contracts, on gender equality awareness, social security and its effects on registrants, on training programmes at MCAST and ITS, on health and safety at the workplace, on incentives and grants provided by Malta Enterprise, and on careers in the hospitality sector.

Health and Safety at the Workplace

The Health and Safety Committee discussed the improvement of health and safety measures at the workplace. A large number of the measures have already been executed, with a view to ensuring the health and safety of all employees. A health and safety helpdesk function was set up on the Corporation's intranet enabling employees to notify the management of any potential health and safety hazards.

In order to increase health and safety awareness at the Corporation, a health and safety newspaper is also circulated to the staff. A health and safety information sheet for visitors, written in both Maltese and English, will be deposited in all Job Centres and in areas where ETC clients are received. A number of emergency lighting devices, safety signs and fire extinguishers were installed in different ETC premises.

Staff Welfare

A number of staff welfare events were organised by the Sports and Social Committee. The first Arts and Craft Exhibition was organised in April 2008. Two Hot Dog Days were held on the Corporation's premises to encourage socialisation between staff members. The third edition of the Sports Day was organised in October 2008. Other initiatives included a Badger-Karting event, horse-riding, religious lent 'exercises' to staff members, the setting-up of a book library, and a bowling activity. Up to December 2008, 13 editions of Il-Messaġġier, the employees' newsletter, have been issued since its inception.

Childcare Services

The planning and monitoring of ETC's childcare services has been strengthened. The ETC childcare centre audit report, compiled by the Ministry for Social Policy, showed that the measures adopted by ETC were up to the required national standards. The reputation of the childcare centre is very positive and the Centre has been visited by various entities wishing to set up a similar facility themselves.

Installation of an Electronic Time and Attendance System

The installation of a palm reading system has facilitated the introduction of a flexible time window, and has provided for easier recording of staff attendance, compilation of a number of HR reports and processing of salaries.

Corporate Social Responsibility

As in previous years, a blood donation activity was organised at the Corporation's premises in Hal Far, to which a good number of staff responded.

ETC management and staff participated in internal fundraising campaigns to support the good causes of local NGOs. Staff raised funds for The Park of Friendship (Ir-Razzett tal-Hbiberija) and L-Istrina. Moreover, a group of employees participated in the swimming marathon organised by The Park of Friendship. Another group of employees was engaged in answering 'phone calls' by the public wishing to donate money to L-Istrina. We took part in these two activities since we feel obliged to give moral support apart from financial assistance to such good causes. A number of employees also took the initiative to collect children's books from their fellow colleagues, which were subsequently donated to the children wards at Mater Dei Hospital.

A highlight this year was the voluntary work day organised at St. Joseph Home in Santa Venera. 42 employees gave a full working day towards this cause. The work was mainly maintenance, such as the painting of various rooms, corridors, windows and the painting of the whole tennis court. A general clean-up and re-organisation of the garden area, together with extensive maintenance and cleaning of the main fountain was also done. ETC organised a similar event for young registered jobseekers and a good number of them undertook voluntary work at this Home.



ETC employees during the CSR Day 2008, held at St. Joseph Home in Santa Venera



An ETC client during a tree planting activity funded by the ESF 72 project

ETC is also committed towards safeguarding the environment and has taken measures to reduce its carbon footprint. These include the reduction of electricity and water consumption, and the use of paper. Jobseekers who have access to an email address are receiving their personal action plan via email to save printing costs. The culture of waste separation among staff is now established, as all employees are separating paper from other waste through the use of separate bins in their offices. This paper is sent for recycling.

At the end of the year, ETC donated 100 trees to the 34U campaign. These trees were planted by jobseekers who were participating in the Job Experience Scheme (ESF 72). These were planted at the Ta' Qali National Park which is frequented by hundreds of Maltese families during the weekends and holidays. The purchasing of the trees was partially funded by the European Social Fund. This first-time activity was described as a success and ETC intends to repeat it in the near future.

9. Public Relations and Marketing

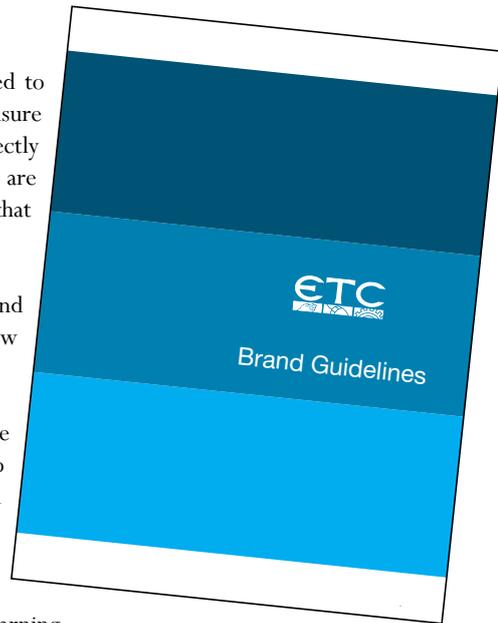
During this financial year, a corporate identity manual was compiled to promote a coherent corporate image. The scope of this manual was to ensure that the visual design elements of the Corporation are applied correctly in every application in which ETC is identified. Published guidelines are essential for providing consistency in a large, diverse organisation that ETC is today. These guidelines are available on the intranet.

Internal communication has been strengthened through email, and employees receive updated information about upcoming events, new initiatives and success stories on a very regular basis.

This year ETC adopted an innovative marketing technique to promote apprenticeship schemes with students. ETC made arrangements to enclose advertising slips with the MATSEC results, thus reaching all students. The response was very positive. ETC also uses YouTube® to reach a wider audience as appropriate.

ESF funds were used for the production of three spots to promote learning amongst illiterate persons. We experimented with a new way of attracting the attention of the audience through the use of drama (using the dramaturgy metaphor in our marketing).

A seminar was organised to inform guidance teachers of the various services offered by ETC and other supporting entities.



The guidance teachers' seminar

An Older Workers campaign was held in February 2008 and several media such as the radio, press releases and adverts on the local newspapers were used. The aim of this campaign was to promote the lifelong learning concept amongst older workers.

ETC also introduced a new communication channel to enable clients communicate more easily. Clients can now send an SMS to a new mobile number, which is processed by email to the staff at the Communications and Marketing Unit.

In 2008, efforts were made to promote awareness of success stories. Several journalists from the State TV station, TVM, and from other private channels, were invited to prepare features on particular individuals who directly benefited from ETC initiatives. These features were aired on the news bulletins of these channels at prime time and were an effective means of marketing.

In April 2008, the marketing and communications personnel participated in an exchange with the Department of Works and Pensions of the United Kingdom – partially funded by the Leonardo Community funding programme. Through this project, ETC developed its knowledge on the branding of its services by centralising its marketing efforts, planning its campaigns more effectively, strengthening its communication with the public and setting up an appropriate call centre in order to offer an efficient customer care service. This visit enabled ETC staff to learn alternative methods to reach its different market segments and client groups.

10. Financial Services

The Financial Services Division administered the payroll and prepared Corporation accounts. The Division further strengthened the Corporation's tendering system, in line with public procurement regulations, to reflect the large increase in the volume of procurement arising primarily through ESF projects. During the year under review the tender office processed 22 tenders which were partially funded by ESF, ERDF and EURES. 9 other tenders were funded by ETC. The total value of tenders awarded during the period exceeds €349,800.

The Financial Services Division was also involved in the adaptation of the time and attendance software, and its synchronisation with the payroll cycle.

The Corporation's plant register software was upgraded to adapt to the Euro currency. This upgrading involved the attendance to various training sessions, the customisation of forms and the 'migration' of data.



Profile of Trainees Attending ETC Training Programmes - Malta

COURSE TITLE	TOTAL No.	GENDER		AGE GROUPS				
		Males	Females	16 - 24	25 - 39	40 - 49	50 - 59	60 +
Basic Skills Courses								
Empowerment Skills for Women in Refuge	5	0	5	1	1	0	2	1
Employability Skills - EGF	27	5	22	2	12	2	11	0
Interview Skills - ESF 73	15	14	1	8	5	2	0	0
Job Skills	465	291	174	88	158	103	109	7
Literacy English - Level A	157	133	24	28	63	38	25	3
Literacy English - Level B	53	45	8	10	20	16	7	0
Literacy English - Level C	51	44	7	10	20	10	11	0
Literacy English - Level D	68	57	11	5	32	17	14	0
Literacy English - Level E	32	19	13	4	13	10	5	0
Literacy English - Level F	5	5	0	2	1	2	0	0
Literacy Maltese - Module 1	213	190	23	23	62	62	66	0
Literacy Maltese - Module 2	227	210	17	21	72	62	68	4
Literacy Maltese - Module 3	60	54	6	9	19	20	11	1
Literacy Maltese - Module 4	55	50	5	4	21	18	12	0
Literacy Maltese - Module 5	49	47	2	5	15	19	10	0
Literacy Maltese - Module 6	31	29	2	3	11	5	12	0
Return to Employment	73	67	6	0	0	43	30	0
Women for Employment	70	0	70	0	23	30	17	0
Sub-Total	1656	1260	396	223	548	459	410	16

	No.	Males	Females	16 - 24	25 - 39	40 - 49	50 - 59	60 +
IT Related Courses								
A+PC Technician	22	17	5	7	9	4	2	0
ECDL Modules 1 to 7	226	90	136	69	81	47	29	0
ECDL Modules 1, 5 & 6	10	8	2	3	4	2	1	0
ECDL Modules 2, 3, 4 & 7	38	13	25	7	13	10	7	1
ICT Train the Trainers	34	14	20	21	11	1	0	1
Microsoft Digital Literacy	565	287	278	67	206	121	137	34
My Web	92	27	65	0	4	12	26	50
My Web +	32	14	18	0	0	0	2	30
Sub-Total	1019	470	549	174	328	197	204	116
Office Related Courses								
Basic Sales Techniques	232	73	159	139	54	23	16	0
Call Centre Agent	73	11	62	35	14	18	6	0
Freight & Shipping	8	3	5	4	4	0	0	0
Office Skills	66	18	48	42	17	5	2	0
Sage Line 50 - Levels 1 & 2	57	23	34	18	16	13	8	2
Store-keeping Skills	78	68	10	26	31	12	9	0
Travel Agency & Airline (Basic & Standard)	24	10	14	12	9	0	3	0
Sub-Total	538	206	332	276	145	71	44	2
Hospitality Courses								
Bar Operations - Level 2	11	10	1	1	6	2	2	0
Basic Bar Operations	12	11	1	3	5	2	2	0
Certificate in Food Service - Level 1	4	1	3	2	0	2	0	0
Commercial Cleaning	194	172	22	9	48	65	72	0
Food Preparation & Culinary Arts - Level 1	24	15	9	4	14	4	2	0
Sub-Total	245	209	36	19	73	75	78	0

Other Courses

Customer Care ADT	446	402	44	98	185	86	55	22
Local Warden - Refresher	20	16	4	4	11	1	3	1
Private Guard	100	79	21	36	25	19	17	3
Private Guard - Refresher	371	324	47	46	113	109	99	4
Sub-Total	937	821	116	184	334	215	174	30

Trade Courses

Electricity - Basic	26	26	0	10	10	2	4	0
Electronics Servicing - Levels 1 & 3	26	25	1	9	9	5	2	1
Gardening	45	45	0	4	11	8	19	3
Gardening for Women	46	0	46	1	6	10	26	3
General House Electrical Installation - Licence 'A' 24	24	24	0	13	10	0	1	0
Handling of Power Tools in Electrical & Plumbing Installations	14	14	0	6	6	1	1	0
Metal Machining - Levels 1 & 2	13	13	0	5	2	1	3	2
Plastering & Graffiato	39	39	0	15	13	6	5	0
Plumbing - Basic	27	27	0	9	9	4	3	2
Refrigeration & Air Conditioning	44	44	0	11	19	5	9	0
Rubble Wall Building	8	8	0	2	1	3	1	1
Shutter Formwork	4	4	0	2	2	0	0	0
Spray Painting - Foundation (Aircraft)	19	18	1	7	6	4	2	0
Spray Painting (Vehicles)	40	37	3	27	9	3	0	1
Steel Fixing	4	4	0	1	2	0	1	0
Tile Laying (Wall & Floor Tiles)	22	21	1	9	10	1	2	0
Welding - MMA & C02	14	14	0	7	5	2	0	0
Woodwork	48	48	0	20	17	9	2	0
Woodwork - San Blas	14	13	1	7	7	0	0	0
Sub-Total	477	424	53	165	154	64	81	13

Short Courses

Care Workers with the Elderly	15	2	13	2	10	1	2	0
Sub-Total	15	2	13	2	10	1	2	0
Business & Management Development Courses								
Business Planning	19	12	7	2	13	3	1	0
Managing Finance	10	4	6	4	6	0	0	0
Managing Operations	10	8	2	3	6	1	0	0
Managing People	14	8	6	1	7	5	1	0
Managing Time	7	3	4	2	3	1	1	0
Mentoring - ESF 47	8	7	1	0	3	3	1	1
Negotiating Skills	7	3	4	4	1	1	1	0
Sub-Total	75	45	30	16	39	14	5	1
MALTA TOTAL	4962	3437	1525	1059	1631	1096	998	178

Profile of Trainees Attending ETC Training Programmes - Gozo

COURSE TITLE	TOTAL No.	GENDER		AGE GROUPS				
		Males	Females	16 - 24	25 - 39	40 - 49	50 - 59	60 +
Basic Skills Courses								
Customer Care ADT	76	61	15	21	23	15	7	10
Job Club	33	25	8	18	12	2	1	0
Job Skills Mixed (Youths & Adults)	28	14	14	22	6	0	0	0
Literacy Maltese - Module 1	16	14	2	2	8	6	0	0
Sub-Total	153	114	39	63	49	23	8	10
IT Related Courses								
ECDL Advanced - Word Processing	6	1	5	3	2	1	0	0
ECDL Modules 1 to 7 - (50 hours)	24	10	14	11	7	2	4	0
Equal Skills	47	21	26	10	13	17	5	2
Sub-Total	77	32	45	24	22	20	9	2
Office Related Courses								
Business Accounting Leading to 'O' Level	20	4	16	15	2	3	0	0
Call Centre Agent	28	4	24	13	10	3	2	0
Office Skills	8	0	8	3	2	2	1	0
Store Keeping Skills	11	11	0	3	6	1	1	0
Sub-Total	67	19	48	34	20	9	4	0
Health & Safety Courses								
Fire Fighting & Awareness	65	39	26	25	20	16	4	0
Food Handling Category A	9	0	9	9	0	0	0	0
Food Handling Category B	108	43	65	42	37	21	8	0
Sub-Total	182	82	100	76	57	37	12	0

Other Courses

Private Guard	15	15	0	6	8	1	0	0
Private Guard - Refresher	28	27	1	7	16	4	1	0
Sub-Total	43	42	1	13	24	5	1	0
Business & Management Development Courses								
Entrepreneurship	14	11	3	6	7	1	0	0
Sub-Total	14	11	3	6	7	1	0	0
Trade Courses								
Gardening	10	10	0	1	7	2	0	0
Sub-Total	10	10	0	1	7	2	0	0
GOZO TOTAL	546	310	236	217	186	97	34	12
GRANDTOTAL MALTA & GOZO	5508	3747	1761	1276	1817	1193	1032	190

Profile of Trainees Attending ETC Training Programmes -
NIFTE Courses, Traineeship Schemes and Entrepreneurship Schemes

COURSE TITLE	TOTAL	GENDER		AGE GROUPS				
		No.	Males	Females	16 - 24	25 - 39	40 - 49	50 - 59
N.I.F.T.E Foundation Technical Courses								
Engineering Skills for Playmobil	42	42	0	3	31	5	3	0
Foundation in Electrical Engineering	14	13	1	7	4	2	1	0
Foundation in Mechanical Engineering	5	5	0	5	0	0	0	0
Foundation in Pneumatics & Hydraulics	9	9	0	6	1	2	0	0
Lift Installations	46	46	0	5	17	12	11	1
Machine Setting	12	12	0	4	5	3	0	0
VRT Testing - Class II	16	16	0	5	11	0	0	0
Sub-Total	144	143	1	35	69	24	15	1
N.I.F.T.E. Advanced ECDL Courses								
AM3 - Advanced ECDL - Word Processing	16	9	7	6	5	2	3	0
AM4 - Advanced ECDL - Spreadsheets	23	10	13	5	7	5	6	0
AM5 - Advanced ECDL - Databases	13	5	8	5	5	2	1	0
AM6 - Advanced ECDL - Presentations	22	14	8	5	9	3	5	0
Sub-Total	74	38	36	21	26	12	15	0
N.I.F.T.E. Management & Development Courses								
Building a Customer Service Team	4	2	2	0	4	0	0	0
Business Accounting Leading to 'A' Level	12	3	9	3	5	3	1	0
Business Accounting Leading to 'O' Level	21	4	17	9	7	3	2	0
Creating Customer Loyalty	14	3	11	4	3	5	2	0
Effective Business Writing	18	5	13	6	10	2	0	0

Foundation Course in Health & Safety	31	30	1	0	10	15	6	0
Leadership Development:Leading the Way	10	7	3	0	8	2	0	0
Middle Management Development	6	2	4	1	3	2	0	0
Payroll	28	8	20	14	6	1	6	1
Project Management	10	8	2	2	3	4	1	0
Time Management	9	7	2	1	4	2	2	0
Train the Trainer	51	31	20	13	27	7	4	0
Sub-Total	214	110	104	53	90	46	24	1

N.I.F.T.E Other Courses

Dangerous Goods Driver A	52	52	0	5	24	12	10	1
Dangerous Goods Driver B	9	9	0	1	5	2	1	0
Dangerous Goods Driver C	6	6	0	2	2	2	0	0
Dangerous Goods Driver D	8	8	0	1	5	1	1	0
Food Handling Category A	77	20	57	20	24	15	17	1
Food Handling Category B	739	399	340	284	256	127	71	1
Sub-Total	891	494	397	313	316	159	100	3

GRANDTOTAL N.I.F.T.E.

GRANDTOTAL N.I.F.T.E.	1323	785	538	422	501	241	154	5
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Traineeship Schemes

ICT Traineeship - ESF 73	12	11	1	11	1	0	0	0
Machine Setting	14	14	0	4	7	3	0	0
Slaughtering & De-boning for Butchers	14	14	0	5	6	3	0	0
GRANDTOTAL TRAINEESHIPS	40	39	1	20	14	6	0	0

Entrepreneurship Scheme (INT)

REGISTERED APPLICANTS	30	23	7	4	17	9	0	0
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Profile of Clients Placed and Trained by ETC

	GENDER			AGE GROUPS			LTU/ VLTU	Persons with disability	SPECIAL CASES		
	Males	Females	Total	16-24 years of age	25-39 years of age	40 + years of age			Ex- convicts	Ex- substance abusers	Social Cases
Placed in jobs	2,432	2,206	4,638	2,472	1,306	860	163	147	23	82	16
Utilisation of schemes:											
Job Experience Scheme	210	245	455	455				2		1	2
Bridging the Gap Scheme	63	21	84	20	40	24		35	29	11	9
Active Youth Scheme	50	45	95	95			78	0	1	1	2
Work Start Scheme	60	41	101		50	51	71	3	6		1
Gozo Employment Aid	120	120	240	146	60	34					
Private Sector Placement Scheme	125	33	158	81	32	45	158	9		6	5
Trained through mainstream courses	3,747	1,761	5,508	1,276	1,817	2,415	1,593	23	0	0	214
Trained through co-operation agreements	124	22	146	66	63	17		66		80	
Trained at the Corradino Correctional Facility	65	0	65	0	38	27					
Trained through NIFTE Courses	785	538	1,323	422	501	400					
Traineeship schemes (trainees enrolled)	39	1	40	20	14	6					
Entrepreneurship scheme (applicants)	23	7	30								
Apprenticeship Schemes											
Technician Apprenticeship Scheme (TAS)	411	47	458								
Extended Skill Training Scheme (ESTS)	223	47	270								

