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# ESF Success Stories

The ETC Experience



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ETC



EMPLOYMENT & TRAINING CORPORATION

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# Foreword by the ETC Chairperson



The ETC is proud to present this booklet illustrating the success stories achieved thanks to the assistance of the European Social Fund between 2004 and 2007. The ESF aims to promote economic and social cohesion in member states and, as this booklet illustrates, makes a very real difference to the lives of persons benefitting from this Fund.

Specifically, the ESF is dedicated to promote employment levels in the EU, especially through enhancing the employability of citizens and instilling a lifelong learning culture. The Employment and Training Corporation has made full use of the funds available to it, to the benefit of a range of client groups including employers, jobseekers and inactive persons.

In total, in the years in question ETC's clients have benefitted from nine diverse ESF projects. ETC has also received funding from the European Regional Development Fund for the extension of its training facilities which will, over the coming years, assist the Corporation to train many hundreds more clients.

The ESF projects are all of a training and employment nature. The largest such project – the Training and Employment Exposure Scheme (TEES) – involved a year-long programme of training and work experience. Other projects have involved training in literacy, in childcare, and in labour market skills for early school leavers. Specific projects have also sought to support the labour market integration of groups with special needs such as lone parents, young

people leaving care and persons with severe disability. Yet other projects have addressed topical issues such as promoting quality childcare and the job creation potential of the environmental sector.

In 2005 and 2006 alone, the funds spent in favour of the Corporation's clients have amounted to four million Euros. 1,568 persons have been trained, while 406 have been helped into work. These numbers are still expected to rise significantly as the projects funded through the 2004-6 Structural Funds programming period are still being implemented.

I would like to thank all the project leaders and staff within the Corporation for their dedication to making these projects a success, as well as the management team and the administrative staff for their equally important contributions. Last but by no means least, the successful outcomes that the reader will come across in this booklet are due in no small part to the collaborative effort of a number of entities that enabled the Corporation to place these funds for the benefit of its clients. While an exhaustive list is not possible, the Corporation would like to thank in particular the Ministry responsible for employment as well as the Managing Authority for its support in the application for and utilisation of these funds.

A handwritten signature in blue ink, appearing to read 'Michael Balzan', with a stylized flourish above the name.

**Michael Balzan**  
Chairperson

ESF 17

Training and Employment  
Exposure Scheme

## Aim:

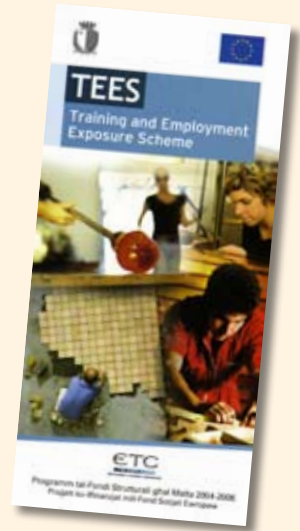
- The aim of the scheme was to promote with employers the fact that employees aged 40 and over can give very efficient and productive work, and to value the concept that "experience pays" by means of an outreach initiative with private employers.
- To re-train unemployed persons over the age of 40 in areas where they can be re-integrated in the labour market.

## TEES Structure:

The scheme was one year long, involving six months training and six months work exposure, in three phases. The first two were training in basic and specific skills, while the third involved work exposure.

## Administration:

The scheme administration was entrusted to Outlook Coop a Management Company (MC) appointed after a call for tenders was published both locally and in the EU journal. The scheme was continuously monitored by ETC and the Joint Management Consultative Committee representing all the stake holders namely the MEA, GRTU, UHM, GWU, FOI, MTA, ETC and the MC.





The success of TEES is reflected in the comments and statements made by some of the employers and participants that have participated in TEES and are brought forward here.



### Ray M. Cassar

*Chief Executive Officer*

*Apex – Organisation of Maltese Co-operatives*



Apex's experience with the TEES programme concerns the employment of Rosette Borg as a Secretary and Office Executive. Prior to joining Apex Ms. Borg had attended a number of short courses conducted by Outlook Coop. These included training in: *Business English, Computer Studies, Job Motivation and Customer Care.*



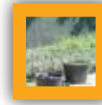
From the very start, it became evident that Ms. Borg was a mature and dedicated employee and her performance was such that the Organisation found no difficulty in retaining her on an indefinite contract of service. In this respect, the TEES programme has proven most beneficial and helped to underscore the point that maturity in an employee is a great asset that is too often overlooked by potential employers.

Given the nature of the organisation, the employment of a mature person proved that the qualities of loyalty, dependability and dedication were greatly enhanced by age and experience.



## Carlos Calamatta

*Managing Director  
Calamatta Landscape Ltd.*



Although in the past our company has always supported schemes offered by ETC, it was through the TEES scheme that we first employed an individual over 40. We are glad that we decided to avail ourselves of this scheme as our TEES employee is still with us today. Thanks to TEES we have an employee who is more mature and has therefore contributed to the smooth co-ordination of our business. The fact that the applicants were given some training was obviously helpful however we would like to put forward a suggestion and ask the lecturers of future courses to contact members of the industry who could guide them as to any particular emphasis required and in order to ensure that training includes the latest updates in the field.



## Ronald Galea

*Administrator  
Fondazzjoni Wens*

With regards to the TEES project I wish to say that I was very satisfied. At present I have two persons employed with our Foundation and they have integrated well with both the staff and the clients, the training that was provided by TEES was very beneficial to these two people and were well prepared to commence work with us.

The good qualities that we noticed about our three recruits, is that at an age of around 40 and with families to support, the workers are more mature and took their chance of employment more seriously and strived to do well to lessen the risk of losing their job.





### Pierre Travers Tauss

*Managing Director  
Darrell Lea Food Ltd*

I would like to confirm that up to December 2006 we successfully employed three persons through the TEES scheme and only one was not retained. It was our first experience employing persons over forty and although we were sceptical at first, we are very pleased with the final outcome.

Although trained in certain subjects under the TEES scheme, we found it imperative for more in-house training and at the end of the day it was the will power of those who really wanted a job which got them through. All three employees integrated well with time and are now very settled in their work environment and with their co-workers.

### Norman Mifsud

*Human Resources Manager  
Environmental Landscape Consortium*

ELC has found the employing of over 40's, forming part of the TEES project, as a most worthwhile and beneficial experience. We were positively impressed by the fact that most participants were well prepared through and by relative basic training provided by TEES. Our experience has also shown that this training together with the maturity and will to work has helped in no small way to make a success out of this scheme. ELC will continue to participate in similar schemes.



## Vincent Rizzo

*Director*

*Rizzo, Farrugia & Co ( Stockbrokers ) Ltd*

This was our first experience in employing a person over 40. The TEES scheme proved very interesting and rewarding and ultimately provided us with our staff requirement. The person was generally well prepared for an office environment and integrated with other members of the staff quickly. A word of praise is also due to the promoters and their associates for their excellent organisation and feedback when required.



## Mario Farrugia

*M-Trav Tourism Services*

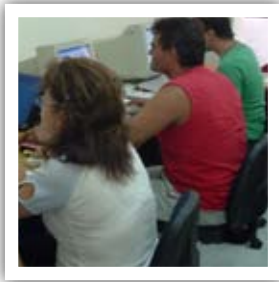
This was my first experience at employing a person over 40. The person whom I have employed has settled in quite well in the company, having been quite prepared by TEES. The generous financial support which was provided also helped in no small way in providing more specific job-training for the employee involved. I had decided to employ someone over 40 mostly since my line of work calls for maturity and a general sense of responsibility on the job, something which one can only best acquire after having reached a certain age. TEES provided me exactly with that. All in all, a very positive experience which I can only recommend to other employers.

### Francis Stivala

*Managing Director  
Kestrel Services Ltd.*

We employed two TEES participants on the strength of their performance at interviews. Both employees possess a good standard of education and were versed in the jobs applied for. From our point of view TEES was looked at as a benefit.

Employing people over 40 years does not offer much opportunity to mould the person's work ethic into the corporate ethic, even though it is recognised that each one has brought benefits into the company.



### Norman Hamilton

*Managing Director  
Hamilton Travel Ltd*

As far as we're concerned TEES has proven to be very helpful. It was successful in reaching its goals. We have employed one person over 40 and we are very happy with the acquisition. He fitted very well within our small team of 13 employees. It is evident that this person was well prepared as to what to expect from us and what was expected of him.

Thanks to this scheme we now employ a very loyal, trustworthy and hard-working person who never complains and relates very well with everyone in the office. The advantage of someone over 40 is first and foremost the experience, coupled with the fact that normally, at this age, the person would be settled. To be fair, the individual's character also plays an important role however this does not reduce the credit which should be given to the TEES scheme.

## Joseph Axiaq

*General Manager*

*Armet Special Vehicles Ltd*

Before my experience with TEES, I rarely employed 40 year olds but now I prefer to employ these people over younger ones. So much so that from the four workers that I employed in the past three months, two are over 40 and one is even over 50. I find them more reliable and, because they know how difficult it is for them to find a job, they are more loyal and trustworthy to the company. What's more, over 40's are more stable in life. They look at their job as an important activity and give it the priority it deserves. Younger workers give more priority to their private life and how they spend the weekend and leisure time. Come Monday mornings, the over 40's are glad to be back to work while younger workers in general hate Mondays.



## Joe Pisani

*Park Manager*

*B.I.E.T.A.*

I gladly confirm that the Bulebel Industrial Estate Tenants Association (BIETA) had experienced the TEES scheme positively. We employed two participants and after the termination of the scheme we kept in employment one in full-time and the other in part-time employment.

The training delivered in the TEES scheme was very satisfactory and this was very beneficial for us in preparing participants for the continuation in employment after the scheme. Another benefit was the financial subsidy which helped us and encouraged us to continue forward.





Without any doubt I can confirm that the participants integrated well in their work place. Personally, I always believed in the quality of matured persons and the scheme helped to prove true my believes hundred percent. To this concern I would like to say that about 5 years ago as soon as we heard of a similar scheme (Community Work Scheme) we asked to participate and employed two persons, of whom one is still in employment with us. Sincerely, I would like to congratulate the organisers of this scheme and augur more success in similar schemes in the future.

### Gaby Privitera

*Head of School*

*Global Village English Centre*

I have employed people over 40 years even before TEES but I still participated in this scheme. The trainee I employed already new the things that were covered during the first phase of the training.



Mostly TEES helped the company financially. The TEES participant we employed is very mature, friendly yet not over-confident, extremely competent, PC knowledgeable, has perfect English, a perfect accent for our language school, can delegate tasks and know that they will be managed, and is conscientious.

## Albert Mangion

*Gourmet Foods Ltd*

For us, TEES was satisfactory and we would not hesitate to employ further other participants in similar schemes in the future. The participant we employed was found to be well trained, disciplined, and adapted well both with the current workforce as well as to the work allocated within her role. Moreover the participant was found to be very trustworthy and exemplary in her behaviour at work.



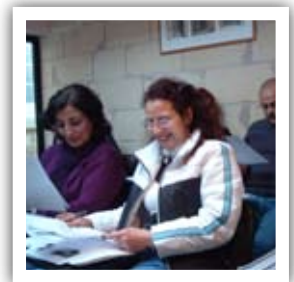
## Victor Vella

*Director*

*Quality Supply*

Not ever having employed any person over the age of 35 years, I was a bit apprehensive in employing a person over 40. Through the TEES scheme I have employed a 54 year old ex-shipbuilding employee who was well trained for integrating into the new employment.

TEES is a godsend as through it employers find the right persons for the job. His training and character has helped him integrate well with the other employees and he never has a bad word about anyone. As I have learned, an over 40 employee is loyal and would give the employer a good day's work, to the best of his ability.



## Kenneth Vella

*Financial Controller*

*J.B. Stores*



This was the first time that we employed an over 40, especially in the sales department. The employee integrated very well with the rest of the staff and was found to be very experienced in the different types of fabric. Not only did he feel comfortable with his work mates but when there was no supervisor or manager around, he was being asked for advice from the staff on the different types of fabric. The company has therefore benefited from TEES in finding the right person, so much so that we retained the employee.



## Isabelle Azzopardi

*Director*

*JAZZ International Marketing Ltd*

Although we never employed anyone over 40 before, we found our participant from TEES very well prepared in terms of training provided and a "boost" for our company. TEES was beneficial because we would not have been able to afford a new recruit with having to pay for the "learning process". At least this way our TEES participant came hands-on within a few days, knowing exactly what was required and how to go about the business. He integrated well within the Company and being over 40 soon earned the respect of the younger generation as well as that of our customers, who recognized his maturity.



## Guliana Fenech

*School Bursar*

*Convent of the Sacred Heart Foundation*

TEES instilled in me the idea of employing people over 40. It made me realise that although these people sometimes have to be re-trained, due to their maturity they have a lot of experience to share with us. In fact, besides employing three people through TEES, I also employed two other persons over 40 years.

TEES was very beneficial for our school not only because of very good financial aid but also because I knew that if the person was found unsuitable, I could ask for a replacement. Another reason was the fact that these persons integrated well with the other employees because they had already learnt to integrate during the first phase of training.

I believe that these people really wanted a job. Sometimes I find that youngsters want a job but do not want to work, but these employees were given a second chance for work and they really rose to the occasion. Well done TEES for believing that life starts at 40!



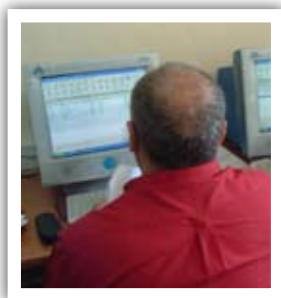
## Pauline Borg

*Training Manager  
TCTC*

Before we employed someone on TEES we had another employee over 40 that we employed through another scheme but was not as successful.

The TEES participant was trained solely by us, as she was attending the ECDL Core Course with us as part of her training. We believed that she had the necessary skills to teach children and beginner students. Simultaneously she was quite receptive during the lessons, so we decided to invest in her time to train her properly before actually going to the classroom. Her aptitude to learn was quite satisfactory and she has furthered her skills dealing with Application Software.

TEES was beneficial for our company. The participant was responsible and dedicated, and integrated quite well with the other staff. The qualities of our TEES participant excelled in good communication skills, responsibility and dedication towards work.



## Brigitte Galea

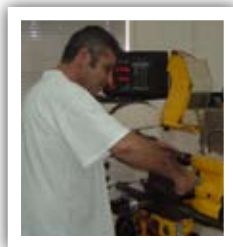
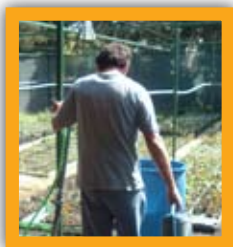
*TEES participant*

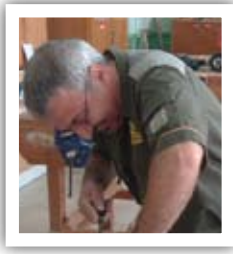
Seeing my children growing up fast I decided that it was time for me to return back to work. For several months I kept sending out my CV to various companies in order to find employment. But it was when I started registering for work with the ETC, in July 2005, that I was chosen to participate in the Training and Employment Exposure Scheme.

Through TEES, I was given the opportunity not only to find employment on a full-time basis but to learn, through courses and hands on experience, many skills to help me in my job with an insurance company.

To be honest, it never crossed my mind that one day I might be working in the insurance sector, but through specific courses sponsored by TEES I was able to excel in my job and still keep my employment after 27 weeks of training on the job.

Looking back after a year has passed I realize that through TEES I have not only acquired a job which makes me feel proud of myself, but I also gained interpersonal skills and empowerment which strengthened me even more in the work I am practicing and above all a portfolio of certificates which continue to enhance my CV.





## Carmen Elden

*TEES participant*

I wish to express my views with regards to my participation in the TEES Scheme in the year 2006. I was unemployed for three years during which time I had answered every ad that suited my qualifications, but there was always the age factor – that of being over 40. I was relieved to have been chosen to start this Programme.

Phase 1 of the scheme helped me to overcome the stress and lack of motivation that unemployment brings with it. This prepared me for re-integration in the working field. During the other two phases, I acquired various new skills that can be helpful on the job as well as in daily life such as decision making, communication, methods of coping and also health and safety issues.

TEES gave my employer an incentive to offer me training on the job. I am now working with an IT Company and I find my job very satisfactory.

## Frederick Linwood

*TEES participant*

I would like to acknowledge that I have found the TEES very helpful. Before joining TEES I had been unemployed for 6 months. Finding a job wasn't easy since I was over 40 years. Therefore the TEES programme was of much relief as it offered opportunities for people of my age. Luckily I found myself a job and the company accepted the TEES agreement and found the TEES of great benefit.

## Godwin Cuschieri

*TEES participant*

This is my short write-up regarding my experience during my period at the TEES. It was a great help for me that got me back to work. Everyone knows how difficult it is to get a job when you are over 40 years, but this scheme, thanks to the European Union, helped me to start again.

I had been nearly two and a half years looking for a job. Sending CV's and attending several interviews, some of them promising that you are the right person for that particular job. Many times you will realise that all this was a waste of time because you remain empty handed.

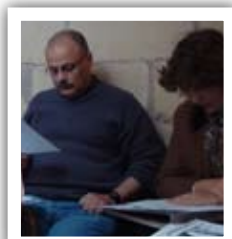
I looked for this job (with TEES) myself as I knew what I could do. Since my wage was coming from TEES, it made it easy for my employer to give me the job.

During my working days I achieved a lot of experience which helped me to settle and get that confidence in work again. If one looks at the age for sure there are pros and cons, but once the chance is there one must take it.

TEES also gave me the chance to meet other unemployed workers whom we discussed the problems we met.

I must thank TEES and all those involved in this program, as I am sure it was a success. These type of schemes must not stop here, but with a good support from the government many others of my age can achieve and give their experience, honesty and maturity.





## Louis Chetcuti

*TEES participant*

I had been registering for work for a year and a half. Then in 2005, the Employment and Training Corporation launched a scheme for people over forty who were looking for a job.

This scheme, called TEES, was partly funded by the European Union (75%) and by the Maltese Government (25%). There had been a need for a scheme of this kind for quite some time. It gave people who wanted to find a job the opportunity to go back to the workplace. At 58, it was really difficult for me to find a job.

During the first phase of the scheme, we were given training in different topics. In the next phase, work placements were sought for participants. During the last six months of the scheme, participants worked full-time.

Personally I feel this scheme was a success because it was managed professionally. Today I can say that with my extensive work experience in various positions, even people who are of a certain age can actively contribute to the labour market.



## John Anastasi

*TEES participant*

After graduating( B.A. History Hons.) as a mature student at age 52 in 2003 I started applying for a number of jobs in the areas of teaching, administration and management primarily in the public sector but was unsuccessful. I ended up being unemployed for two whole years and I joined the TEES scheme in January 06.

The training, both formal and on the job under phases I and II were found to be beneficial. Some of the courses that I attended, particularly ECDL, Excel, Photoshop and SAGE were very well organized and a lot was learnt.

Thanks to TEES I am now employed and very happily enjoying my work. I work as a Project Manager with Fondazzjoni Temi Zammit, a non-profit public/private organization involved in attracting and managing EU funded projects in Malta.

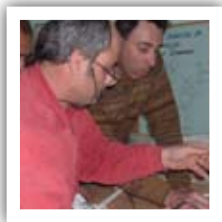


## Patrick Pantalleresco

*TEES participant*

I was unemployed for 6 years, but through the gardening course provided by the Management Company during the second phase of the TEES scheme, I managed to find a job at the Environmental Landscapes Consortium, which I like very much. It was thanks to TEES that I managed to learn a new skill which guaranteed a placement with a sponsor and, eventually, a full-time job. Today I can really say that I feel very proud of myself and the work I am doing.





## Hamish Dempster

*TEES participant*

With reference to the TEES programme, I must say that I was very satisfied with it. Although I only had been out of work for just 3 months, it was driving me nuts, especially since I had been on the same routine for the past 40 years, and it is not easy to suddenly break such a routine.

Personally, the whole scheme helped me mentally and helped me learn new skills apart from the fact that it made me meet 9 other people who were in the same position as myself. This formed a bond between us, since we could understand each other's problems. I must say that I was rather lucky since I managed to find the right job during the first week of the scheme, but I must admit that it wouldn't have been so easy to get the job, as at the time the job was not available and was created on purpose by the two of the most understanding directors. As to new skills gained, TEES has helped me in dealing with the top management and to keep a good relationship with them and the other colleagues.

As a whole, I think that the scheme was a success since from our team of ten I am sure that seven managed to find a job. Thanks and keep up the good work and I will recommend the project.

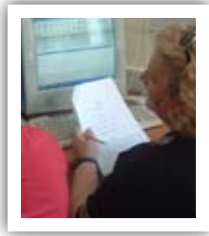


## Charles Barbara

*TEES participant*

I had been unemployed for 8 years and so I had little hope of finding a job through a work scheme. However, TEES not only helped me learn new skills and find a permanent job, but it has also helped me acquire other skills which I had never dreamed of learning... I enjoyed immensely the computer course given through the training period, and I even bought a PC for home. I am very satisfied with my present work as a gardener.





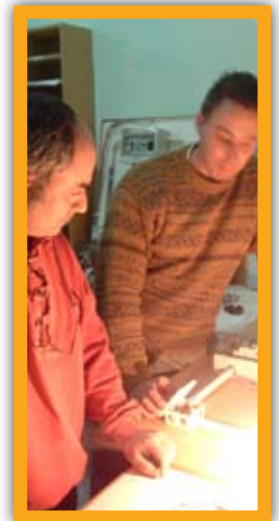
## Liz Camilleri

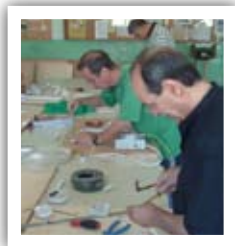
*TEES participant*

I think that this TEES initiative was one of the best ever. I cannot thank enough all those involved for the great opportunity this gave us people over forty.

I had been unemployed for about four months. I spent those months helping my husband with his work doing little jobs and running errands that didn't work financially. My husband suggested that I go to ETC and so I was registered there. After a while I was called and started this new experience. It was great for me to go for courses and actually get paid just as if i was working!

I found the training very helpful. I realised that I still had a lot to offer. When I was out of a job, I felt that this was it, I would now become a housewife and spend my time at home doing housework. How wrong I was! I think that all the things that we were taught, whether it was safety at work or the law aspect or the way one has to act during an interview and many other things were all important and needed for us to be able to hold a job when the time came. So, yes, i think that the training served its purpose.





As to whether I found the right job, I am very happy to say that I found a job which suits me perfectly. The job that was offered to me was that of secretary with a tourism agency. Here I felt comfortable right from the time I went to the interview. I need to work with people and this job gives me the opportunity to meet people who come to visit our country.

Through TEES I realised that I had the skills but did not know they were there and did not use them to the full. Thanks to the training I received I learnt to do things in other ways. I learnt how to tackle situations which under other circumstances would make me feel inadequate. Thanks to the courses you offered I overcame many of my personal hurdles and the ultimate test was the interview which was a success.

I thank you again for your continuous attention and I really hope that this initiative will go on so that other people over forty can benefit from it.

## Outcome:

In all, 3204 clients were called in for an interview and invited to participate in TEES. 350 men and 110 women actually started, while 213 continued in their job after the scheme ended. 40 clients left the scheme as they found alternative work in the meanwhile, while 8 left to take up self-employment. 136 clients finished the scheme but did not find an employer to sponsor them and therefore started to register again. The remaining 63 dropped out of the scheme; of these, 15 were referred to social assistance and the rest have not returned to the unemployment register.



ESF 18

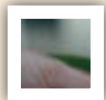
Literacy Programme  
for Those Seeking Employment

### Aim:

- To improve the skills base and adaptability of registered unemployed persons.

### Outcome:

Up to the end of September 2006, a total of 100 courses had been offered under this project and 520 persons (430 men and 90 women) were trained. This figure is higher than the original target. As part of this ESF project, training material in the form of literacy workbooks for trainees and a manual for trainers was developed to facilitate training sessions in Maltese Literacy. As part of its educational campaign in the area, the Corporation produced six drama productions on DVD promoting the value of reading and writing.





The following are some of the many successes experienced by the clients on this ESF project:

### Charles\*

Charles used to feel that he is too old to learn new things. He never believed that at his age he can be able to learn how to read and write. The course proved that he was wrong. He applied for a course in English and was really eager to learn. Charles knew how to speak in English but wanted to learn how to write and spell. He studied in his own free time and eventually passed the ETC Level Two test. He can't wait to take up more advanced literacy courses.

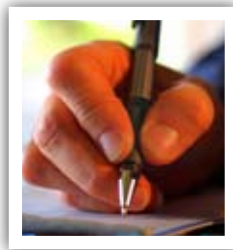


### Philippa\*

Philippa attended two courses of the ESF programme. She started with a beginners course and proceeded to Level Three. Philippa made significant progress. Perhaps the biggest effect was that on her self-esteem. Initially, she found it very hard to attend, thinking that she would never make it. She was appreciative of the opportunities that the ETC, through ESF funds, was offering to her and many others like her. Philippa, who at the beginning was very sceptical about her abilities to learn, has decided that she will take on an 'O' Level course as she feels she is ready to face the challenge. Philippa is one of those students who made fast progress as all she needed was someone to show her that she could make it.

## Saviour

Saviour was employed by a number of local factories in the past. He faced redundancy twice in recent years. Saviour realised that his skills and experience were not enough for today's challenging labour market. He needed to refine and upgrade his skills. Among these were his literacy skills. Saviour was enrolled for the ESF 18 programme and his attendance was regular. This programme helped him realise that it is never too late to learn how to read and write. He speaks positively about this project and knows that if he continues to give his part he will definitely succeed in improving his skills and find suitable employment.



*\* Names have been changed to protect the identity of these persons.*

ESF 19  
Supported  
Employment Scheme



### Aim:

- The Supported Employment Scheme was designed to support registering unemployed persons with a severe disability and are therefore viewed as too challenging or expensive to be engaged in gainful employment.
- The scheme wanted participants to upgrade the skills required by employers.
- It aimed at integrating these individuals in the labour market.
- Participants were to have a remunerative employment and ongoing support services. This way, society will benefit by having persons with disability giving their contribution in the labour market instead of depending on social benefits.

### Process:

- Eligible persons were called in for a pre-assessment interview to identify their level of capabilities.
- Eligible persons were identified within three categories: Physical disability, intellectual disability, or both.
- Occupational Therapists carried out in-depth assessments of the above-referred persons.
- Eligible persons were matched with job vacancies. A board consisting of ETC officials and the Occupational Therapist carried out the job matching exercise. The selected applicants were placed on the Bridging the Gap Scheme, another scheme by the ETC, for an eight week period and were assisted by a job coach.
- ETC officials were regularly monitoring the placed persons on-the-job.

### Support Options:

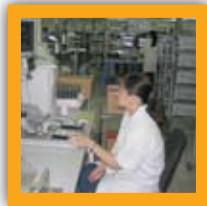
- Option 1 – Job coaching services for four hours daily plus personal assistance.
- Option 2 – Allowance to employer without job coaching services or personal assistant.
- Option 3 – Allowance to the employer plus personal assistant.
- Option 4 – Four hours of daily job coaching services for forty weeks without personal assistant.
- Option 5 – Four hours of daily job coaching services for forty weeks with personal assistant.



The following stories are real experiences of some of our clients who benefited from this scheme, which are being told by ETC staff who assisted the persons on the scheme. Pseudonyms are used to respect the clients' privacy.

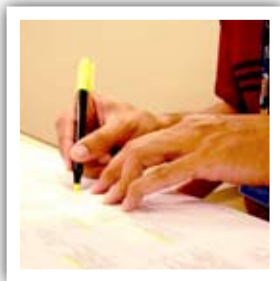
### Peter

A young client has a chronic mental illness and severe anxiety. The Supported Employment Section assisted this client to find his first job ever, as a stock person in a retail store. He suffered from acute anxiety especially when approached by other people, or when following given instruction. Therefore, after an assessment of the work environment by our Occupational Therapist, the Supported Employment Section assigned a job coach to work alongside our client for most of the time to structure a routine and build his confidence. Gradually, his anxiety decreased and within a month, the job coach slowly withdrew so that our client would be able to perform on his own. After this period, our client was monitored from afar to see if he was able to do the job properly. Our client was not only able to cope with the work environment, but he also improved his positive attitude towards life. Members of his family commented that his communication skills have also improved. As a matter of fact, he was given the possibility to assist his work colleagues in the delivering operation, where there is more possibility to interact with people. Nowadays he is a new person, he can communicate on different issues, and he can engage in a flowing conversation. His family is experiencing a certain level of relief, with respect to the situation, and their life has also changed. These situations leave a ripple effect, which obviously affect those in the vicinity, especially families and relatives.



## A group of assistant clerks

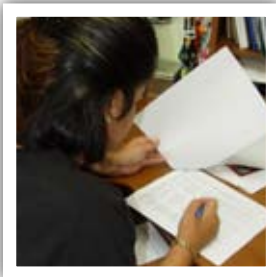
Among other mental/intellectual problems, several clients who were seeking employment in an assistant clerical position. Seven were selected through a standard matching process to operate with an Insurance Agency that offered this opportunity. The Occupational Therapist assessed the related work environment and appointed a job coach to coordinate the operation. All clients were eager to commence, but the biggest challenge for us in this case in particular was to develop synergy in their respective skills so that they will operate as a team. A training agreement was reached, during which different tasks were given to our clients, until the required level of performance was reached. They were able to perform different typical office functions, including those identified by the insurance agency staff. After a work trial period, the whole team was re-assessed on the workplace with respect to team performance and quality produce. Afterwards, they were offered employment. The job coach had to monitor and coordinate the operation. Since then, they have developed a sense of responsibility not only for their function, but also for the whole team achievement. They offered their help to each other when a member of their team found it difficult to cope.



## John



Another person who reached a successful level of functioning in the banking sector is currently being sponsored by the same entity for a diploma in banking. Our client has a physical disability which is mostly affecting his mobility and obviously his working flexibility in different operations. At the beginning of his integration in the place of work, our client faced a number of barriers such as transport, help with personal needs, assistance during break time and other similar situations. Thanks to a minor logistic adjustment at the operation station and hiring a job coach, our client was able to perform to the employer's expectations. On seeing our client's motivation, the employer was convinced that this person was not only able to overcome his disability, but was continuously improving his performance. The management decided to sponsor our client to improve his qualifications in this matter. Our client has also improved his communication skills and the relation he built with his work mates colleagues was impressive because of his charming character. Nowadays, this person also has his own transport; which is helping him to live a more active social life. This situation has also proved that these persons have the ability to integrate totally in the work environment and to pursue an active and productive lifestyle.



## Manuel

Environmental landscaping operations can be another sector to which a person with a certain disability can contribute. A young client, whose intellectual disability has very much slowed his learning skills, has proven himself capable in this sector. The employer was reluctant at the beginning because he was not able to fit this person in the required function. We manage to negotiate an assisted eight week training period for our client. The tasks that were to be performed were taught to our client with the help of a job coach. The pace was slow, but with the right strategy, he managed to master these tasks to the employer's satisfaction. More knowledge was shared with our client on the job to enhance his motivation and performance. Considering his achievement, he was also given the responsibility to assist those visitors who wanted to be shown around the mentioned agency. He learned how to deliver the agency's presentation and answer questions from the public. Our client is another satisfied employee who enjoys his everyday work and manages to exceed his employer's work expectations.



ESF 24

Increasing Female Participation  
Through Childcare Services  
at the Workplace

### Aim:

- To encourage and support employers in purchasing equipment which will be used at their childcare centres.
- To train persons who wish to be employed as childcarers, in order to increase the pool of these people in the labour market.

These helped to increase the supply of quality, accessible and affordable childcare service facilities at the place of work, enabling more mothers to remain in the labour market. The project was intended at increasing the female employment rate and the up-take of training and lifelong learning by women.

Originally, the project was designed to include start-up grants for employers interested in opening a childcare centre to adapt their premises for toddlers and children. It also included start-up grants to purchase toys and equipment and reimburse half the salary of trained childcarers for the duration of the project, with a maximum of three qualified carers per company.

During the execution of the project, the demand for benefit grants by employers to open up a childcare centre at the place of work was lower than expected. For this reason the project was re-structured and more money was allocated for training. This has permitted ETC to deliver an additional five childcare courses than originally planned, one of which was delivered in Gozo. Eleven courses in total have been funded through this project. All courses ended in 2007. Interest in child care training was significant and 220 women participated in these courses which ended in 2007. 130 persons have successfully completed their training programme and are now qualified childcarers.



## Course Structure:

### *Phase One - 120 hours*

Basic knowledge and concepts as the course foundation - Students received the essential knowledge of concepts and theories to become aware of important issues in the development and care of children from their conception to three years of age. This part served as a foundation course for methodology and practice and was regarded as essential for the student to proceed with the course.

### *Phase Two - 180 hours*

Deeper discussion of important issues in childcare settings and essential methodology - The student received a deeper understanding, through further study and discussion, of major issues in childcare. S/he reviewed traditional and modern methods used in putting developmental and childcare theories into good practice, build portfolios of schemes and plans for a wide range of activities and materials for use in practical placement in a day-care setting. This part ran concurrently with Phase 3 to coordinate theory and practice according to the availability of practice placements.



### *Phase Three - 500 hours*

Tutored and assessed practice - Students were able to put into good practice the knowledge of theories and methodology acquired in parts one and two into a work setting. They gained confidence and competence in working with young children and their families. They were able to plan, deliver and evaluate a day's schedule of worthwhile activities for the group of children in their charge. This level was essential to complete the required credits towards being certified as a qualified childcare worker.





The following are experiences from two persons who have completed this intensive course and are now qualified childcare workers.

### Beatrice Darmanin

I have completed the childcare course with ETC which was funded by the European Social Fund. I must say that the course was very intensive and above all interesting! Learning about children's development and how they learn through play was very stimulating. Although I am a mum of two children I found that I still had a lot to learn on this subject. My tutor was very dedicated and showed great interest in her work. It is thanks to her great and vast experience in childcare that I can now understand the importance of free play and expression which help the child to develop physically, socially, and above all to entice their creativity!

Working practice in childcare centers and in the State kindergarten schools with various age groups of children helped us students to increase our knowledge and to gain first hand experience from qualified people with many years of experience. This was an exciting time for all of us, as working with children is a wonderful experience.

This course helped me to find my place back in the workplace after a long time spent at home as a housewife. I hope that childcare will be given more importance in society and that women will find help to re-enter the labour market after having children. Those who, like me, have taken such a course in childcare will be able to find their ideal job, which is taking care of and helping children develop into well-rounded individuals!

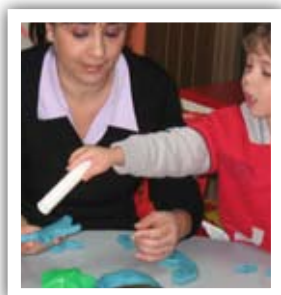


## Marija Hammett

My name is Marija Hammett and I have been running my own childcare centre for the past four years. Working with children gives me great satisfaction and joy and I can't imagine myself doing any other work. I always thought of childcare as a vocation. It entails a lot of responsibility and certainly it's not an easy career.

In April 2007, I completed a one-year course in Early Childhood Education; a course which was possible thanks to an ESF-funded project managed by the ETC. In this course, a number of aspiring childcarers and people who already worked in the field of childcare were given the opportunity to obtain qualifications in this sector. The course was quite intense but also very interesting. It was divided in two parts. The first part introduced us to the way children, aged 0 - 5 years, develop physically, intellectually, socially, emotionally and how their language develops during these early years. Through these lectures we were taught how to address every child's individual developmental needs. Part one also included healthy nutrition for our children, health, safety and hygiene. Part two was even more challenging. Apart from 500 hours of hands-on experience with children aged 0 - 5 years, we covered topics such as play activities, observing children, first aid, child welfare, equal opportunities and physical care. Thanks to this course, today I feel more confident in my work, because I can understand children better. I can make their day more interesting by allowing them to be more creative and free to express themselves. I can help them reach their development by providing them with a good program of play activities. Because the children I work with look happier and are more serene, I feel an increased satisfaction.

Although I have to admit that it was a very hectic year for me, the course was worth it and I would recommend it to all those who wish to work with, or are currently working, with children.



## Paul Midolo

*Managing Director*

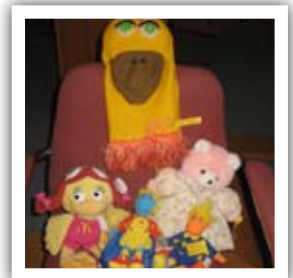
*St. Catherine's High School*

*Operator of Flutterby Childcare Centre*

The Employment and Training Corporation, under the EU Structural Funds Programme, ESF 24, have granted our childcare centre substantial funds to meet part of the expenses of the payroll costs of our childcarers. Through this project our young clients, who are usually between the ages of 2 and 4, benefited from more equipment bought directly from these ESF funds.

Flutterby opened its doors in October 2006. It is located in St. Catherine's High School, one of the Island's private schools with almost a hundred years experience in educating children. Our investment in this childcare centre is helping more female and male teachers who have to balance between their career and family responsibilities. Our teachers are more at rest knowing that their children are safe, in good caring hands and in a healthy environment within the premises of their place of work.

As of October 2007, Flutterby will be increasing its tiny tot population to 100 children, and consequently this will entail an addition in the number of childcarers employed by the school. This significant population growth is due to the outstanding success of the project of childcare facilities embarked on by the school.



# IMPROVING PEOPLE'S LIVES SINCE 1957



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SINCE 1957

THE EUROPEAN SOCIAL FUND (ESF) HELPS PEOPLE WHO ARE UNEMPLOYED OR HAVE EMPLOYMENT DIFFICULTIES TO IMPROVE THEIR EMPLOYABILITY BY PROVIDING TRAINING AND ASSISTANCE. FOR OVER 50 YEARS, ESF HAS BEEN CHANGING PEOPLE'S LIVES ALL OVER EUROPE. IN MALTA IT HAS BEEN DOING SO SINCE 2004.

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