

The logo for 'jobsplus' is located in the top left corner. It consists of the word 'jobsplus' in a lowercase, sans-serif font, with a small dot above the 'i'. The text is white and is set against a light green rounded square background.

jobsplus

The background of the cover is a black and white photograph of two men in a business meeting. One man, wearing glasses and a white shirt, is leaning over a desk, looking at a laptop. The other man, with a beard and a light-colored shirt, is smiling and looking towards the first man. The scene is set in an office environment with a brick wall in the background. A small potted plant is visible on the desk. The image is partially obscured by a large, stylized graphic element consisting of overlapping blue and green shapes that resemble a large arrow or a stylized 'J' shape, pointing towards the bottom right.

Annual Report

2020

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CEO's forward



A message from our Chief Executive Officer



I am incredibly proud of how Jobsplus management and employees rose to the challenge of guaranteeing service continuity despite having to adapt to remote working in the midst of such an unpredictable scenario.

I took office as CEO of Jobsplus in March 2020, when all Jobsplus employees were working remotely from the safety of their homes; the first cases of the COVID-19 virus had just been detected in Malta. I am incredibly proud of how Jobsplus management and employees rose to the challenge of guaranteeing service continuity despite having to adapt to remote working in the midst of such an unpredictable scenario.

It is without doubt, that the pandemic left a negative mark on the labour market in the early months of 2020. The record breaking full-time employment figures in February 2020 plummeted; from 233,117 to 230,000 by May 2020. Full-time employment levels recovered in June 2020 to reach 232,142 persons in October 2020.

The number of individuals holding a part-time job as primary employment reached a figure of 33,317 in February 2020. The figure dropped in the following months but rose to 33,611 by the end of August 2020. By the end October 2020, there were 32,136 persons registered as having part-time employment as their primary job. Part-time employment as a secondary job seemed to be less affected by the pandemic; despite drops in the early months of 2020, 31,695 people were registered as having part-time employment as a secondary job by the end October 2020. Total part-time employment stood at 63,831 persons at the end October 2020.

Alexia Vella

Chief Executive Officer



Registered unemployment reflected employment trends. Registered unemployment increased from 1,659 individuals in February 2020 to 4,413 in May 2020. Figures started to drop from June 2020 onwards to reach a figure of 2,765 persons by the end of December 2020.

With this context in mind, and the consequent challenges faced by Jobsplus management and employees in ensuring continuity of service, Jobsplus is presenting its Annual Report for the year 2020.

In line with Government policy and under the guidance and support of the Chairperson and the Board of Directors, I am committed to steer Jobsplus to becoming a more customer-centric organisation where jobseekers, employers, individuals looking to upgrade their skills, and other client groups are given the best service possible.

I recognise that the next milestone for Jobsplus is to innovate, reaching out to a wider audience whilst offering easier access to its services through digital processes and online applications. The administrative burden of procedures on both external and internal clients will be reduced to the minimum without compromising on full accountability for public funds entrusted to us. In our quest to excel in the provision of improved customer service, we will not oversee the requirement to operate within our legislative framework and the financial package allocated to us by the Government.



Guiding Employers
through simplified
holistic processes



Employers were contacted to promote Jobsplus' services — Jobsplus provided those employers who were making employees redundant with advice and support



2,963 employer accounts were activated on the Jobsplus website

Employer Relations

No less than 1,448 employers were contacted to promote Jobsplus' services and to provide advice and support to those employers that had to lay off workers due to COVID-19. The pandemic compelled Jobsplus to make use of online communication tools and webinars to promote its services with employers. In order to mitigate the impact of COVID-19 on employment, Jobsplus officials contacted employers who had registered redundancies, and these were offered Jobsplus' services and schemes.

Most of the employers dealt with during 2020 hailed from the following sectors: Wholesale and Retail; Motor vehicles and motorcycle maintenance; Professional, Scientific and Technical sector; Accommodation and Food service; and the Administrative and Support Service Activities sector. The response by employers was highly encouraging. 538 vacancies were obtained while 280 employers registered with the Jobsplus website. 375 employers showed an interest in Jobsplus initiatives and schemes such as Investing in Skills, Access to Employment Scheme, Traineeships, Work Exposure Scheme, Youth Guarantee, Training Courses, Job Brokerage and the Training Pays Scheme.



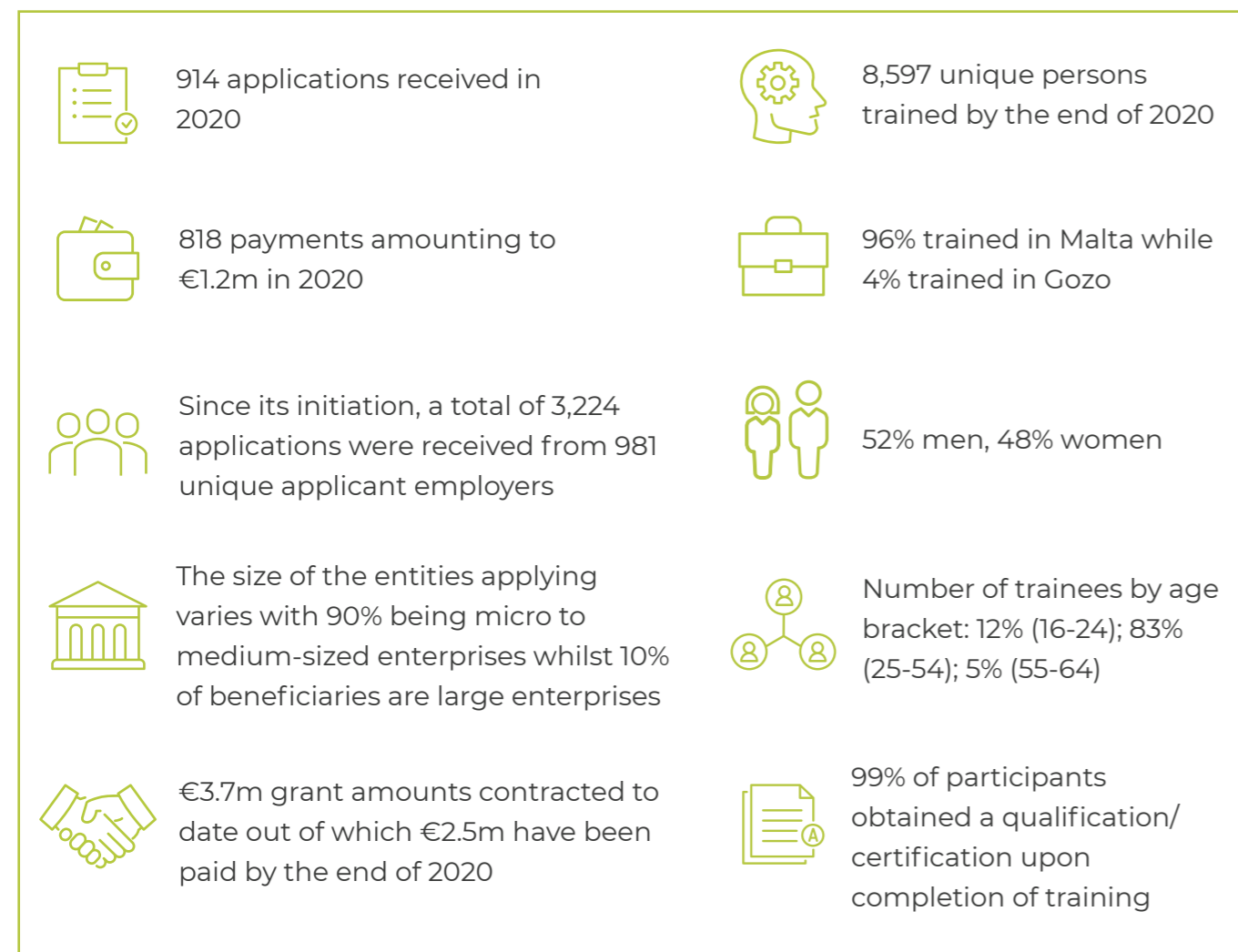
In 2020, 3,528 requests were made to Jobsplus by employers who wanted to set-up a website account. 2,963 of these accounts were activated. To simplify processes during such restricted times, digital signatures from employers on the Delegation of Authority were used during the vetting process.

During March and April 2020, Jobsplus received an innumerable amount of phone calls from employers as well as jobseekers seeking information regarding online access to Jobsplus services, updating of employee lists, vacancies, notification of start or end of employment, employment histories and licences.

In 2020, the response from employers for acceptance of meetings increased by 45 per cent when compared to 2019. An increase of 13 per cent over 2019 was also registered in the vetting of companies' Jobsplus website accounts.

Investing in Skills Scheme

The scheme promotes the training of persons actively participating in the Maltese Labour Market with the aim to increase productivity and enhance adaptability. Through this scheme, employers are assisted financially to train their employees. The Scheme has an allocation of €5 million and is running till June 2023.



2020 was a challenging year for the scheme. Despite that much of the training was postponed or cancelled due to the COVID-19 situation, Jobsplus still managed to receive 914 applications when compared to the 1,202 received in 2019.



The interest in the scheme increased due to its consistent marketing and promotion, including the introduction of improved reimbursement rates covering training cost and wages. In addition to the above, employers can now easily submit applications online; with as little as seven days remaining before the official start date of training. Recognising that training for large groups was not recommended during pandemic circumstances, Jobsplus held discussions with the Managing Authority during which it was agreed that employers could claim wage costs for online training that were held through live, online sessions.

Jobsplus has the obligation to physically monitor 10 per cent of trainees during their training and to monitor all those undergoing online training. Following consultation with the Managing Authority, the monitoring procedures were revised to reduce repetitive checks and to introduce telephone recorded interviews. In order to monitor online training, Jobsplus is in the process of being granted access to each virtual classroom and has participated in an observatory capacity during one of the sessions.

The improvements made to the scheme has left a positive impression on employers. 96 per cent of the 493 employers that responded to a survey declared that they were very likely to re-apply for funding through the Access to Employment or Investing in Skills Scheme, likely to recommend these schemes to others and were satisfied with the support provided to them by Jobsplus.



Access to Employment

The Access to Employment Scheme provides employment aid to enterprises in Malta and Gozo to promote the recruitment of the more challenged amongst jobseekers and inactive persons.



531 applications received in 2020



Number of participants by age bracket: 13% (16-24); 75% (25-54); 12% (55-64)



580 participants in 2020



1,677 persons have been employed to date by means of the scheme



899 payments amounting to €1.4m in 2020



64% employed in Malta while 36% employed in Gozo



Since its initiation, a total of 2,429 applications were received from 978 unique applicant employers



The size of the entities benefitting varies with 95% being micro to medium sized enterprises whilst only 5% of beneficiaries are large enterprises



€10.2 million grant amounts contracted to date of which €7 million were paid till end 2020



During the period under review, the number of applications under the Access to Employment Scheme were the highest recorded since the launch of the scheme in 2015. This is due to consistent, ease-of-use optimisation of the scheme and the introduction of a new target group.

It was noted that micro enterprises were employing most of the beneficiaries, with only five per cent of large enterprises utilising Access to Employment Scheme grants when they recruited new disadvantaged persons. This observation triggered a series of webinars with employers' representatives and organisations to further promote the Access to Employment Scheme.

Jobsplus analysed its Aid Schemes and the processes related to them. Several meetings were held with the Managing Authority following which various internal procedures were revised. Such analysis resulted in the reduction of documents requested from employers as the aforementioned information can be easily obtained from other sources. Employers are now asked to submit all documentation online without the need to provide hard copies, and the signing of the Grant Agreement is done electronically. Access to Employment Scheme payments are being processed every 13 weeks instead of 26 weeks. As a result, the latter provided more cash flow to our beneficiaries.

Following assessment of market needs, new target groups were added to the list of the Access to Employment Scheme's eligible candidates. An example of one such group is young persons who have completed one of Jobsplus' work exposure schemes.

Simplified Cost Options subsidy rates were revised to reflect the increase in cost of living and inflation rates. Hence, employers are now benefitting from higher grants. Rates will be revised on an annual basis and new rates will be published on the Jobsplus website.

Access to Employment Scheme and Investing in Skills webpages were revised to make them more user friendly to access. Efficiency was enhanced and the time to reimburse claims was reduced to three weeks. New evaluation committee members were appointed to expedite the process and the Appeals Committee internal procedures were updated.

Various publicity initiatives were undertaken to promote the Investing in Skills and Access to Employment Scheme. Email newsletters were issued and the Jobsplus facebook page regularly promoted both Aid Schemes and the results achieved. Several webinars were held with both employers and their representatives. Employers engaging less than five employees were all reached through SMS; one-to-one meetings were also held.

The above initiatives created a positive result — the number of applications increased significantly compared to previous years despite the COVID-19 pandemic.





Increasing
competencies
through training
and up-skilling

Training Courses

Since its inception in 1990, Jobsplus has been offering a variety of courses aimed at enhancing the knowledge, skills and competences of the Maltese workforce. The outbreak of COVID-19 accelerated Jobsplus' plan to start offering courses online or through 'blended' learning. In a matter of a few months, over 60 per cent of Jobsplus' courses were being offered online save for those courses that due to their practical nature needed to continue being offered through classroom-based training. The courses that were offered online were in the following subjects and skills: office procedures, call centre agency, employability, soft skills, care skills, sales, marketing and food handling.



Start of online training and blended training



3,257 trainees in 2020



Eight courses accredited by MFHEA



718 persons benefitted from a traineeship or work exposure



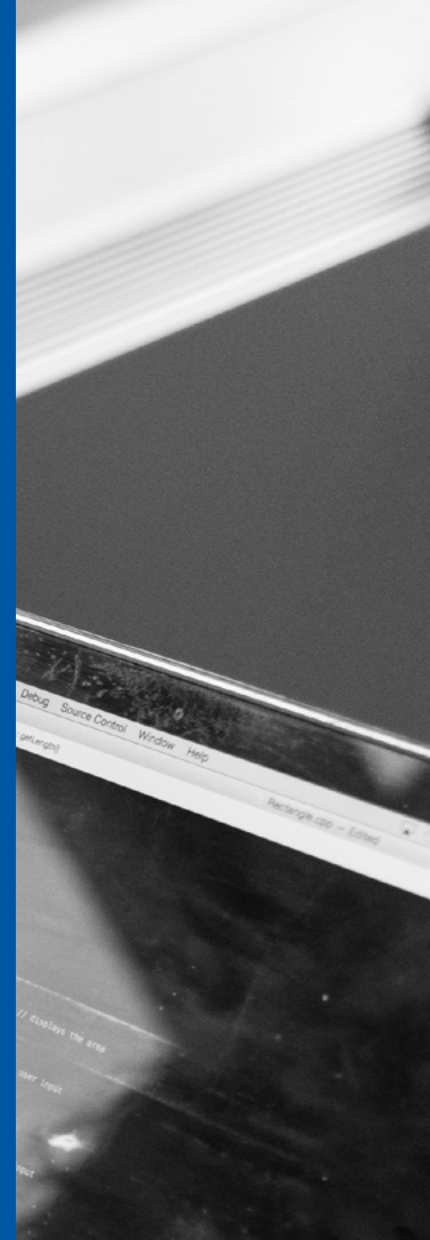
48% of jobseekers that participated in traineeships and work exposure found employment



2,249 applications for the Training Pays Scheme of which 1,714 were confirmed eligible for the grant



356 applications received for trade testing





Almost half of the 3,257 individuals who started a course in 2020 benefitted from online learning. This shift to online learning was welcomed by both trainers and trainees. Trainees were positively affected because they could learn from the comfort of their home, hence avoiding commuting to and from the Hal Far training centre. Moreover, online training delivery allowed Gozitan participants to follow the same training programmes as Maltese counterparts, in real time.

Although the switch from classroom training to virtual learning was rapid, the process ran smoothly overall, and learners easily adapted to the platforms that were used. To ensure a smooth transition, regular visits were conducted to ascertain that the quality of training was maintained. While remaining committed to continue offering online courses, Jobsplus recognises that some of its client groups find it more difficult to learn through such online methods and prefer to follow a course in a classroom set-up.

In 2020, Jobsplus managed to obtain accreditation for eight courses as shown below:

GE Award in Business Accounting (MQF Level 3)

VET Award in Plastering (MQF Level 3)

Award in Work Ethics (MQF Level 4)

VET Award in Plumbing (MQF Level 3)

Elementary Award in English for Foreigners (MQF Level 1)

Award in Maltese as a Foreign Language (Level 2)

Award in English for Foreigners (Level 2)

VET Award in Refrigeration and Air-conditioning (MQF Level 3)

Work Exposure, Traineeship and Work Placement Schemes

The COVID-19 related restrictive measures that were announced following the preliminary outbreak brought several challenges with respect to the implementation of the Work Exposure, Traineeship and Work Placement Schemes. The schemes that were impacted most were the Traineeship Scheme and the Work Placement Scheme, both of which registered a slight drop in the number of placements.

The same cannot be said for the Work Exposure Scheme. Despite the challenges brought about by the pandemic, in collaboration with the private sector, Jobsplus successfully placed 43 per cent more trainees when compared to the previous year. Through this scheme Jobsplus managed to attract placements in occupations related to economics, engineering, 3D printing, architecture design, accounts and administration, and digital marketing amongst others.

Another scheme that saw an increase in its uptake in 2020 was the Training Pays Scheme. The number of applications received under this scheme increased almost fourfold when compared to the previous year. In 2020, a total of 2,249 applications were received of which 1,714 were confirmed eligible for the grant. The most popular courses chosen by applicants were the MQF Level 3 Award in Health Care and the MQF Level 4 and 5 courses for Property Agents. 38 per cent of the applicants who had an MQF Level 1 or 2 education at application stage opted to follow a course pegged between MQF Level 3 and 5.

To facilitate the implementation of these EU funded schemes, Jobsplus accepted scanned copies of applications that were received by email.

Trade Testing

Validation of non-formal and informal learning continued through Jobsplus' trade testing system. In 2020, Jobsplus received 356 applications from individuals. The added value of this mechanism is for individuals with low or no educational attainments to have their competences in a particular occupation acknowledged and certified.

Jobsplus has also been entrusted by the Malta Further and Higher Education Authority to conduct assessments on its behalf and in 2020, the following occupations were added to Jobsplus' portfolio:

Assistant Scaffolder – MQF Level 2

Scaffolder – MQF Level 3

Advanced Scaffolder – MQF Level 4

**Assistant Gypsum Boards Installer
MQF Level 2**

Gypsum Boards Installer – MQF Level 3

**Assistant Residential Aluminium
Fabricator – MQF Level 2**

**Residential Aluminium Fabricator
MQF Level 3**

Care Worker – MQF Level 4







Monitoring of training

The monitoring of training schemes ensures that they are effective in terms of learners obtaining intended work exposure, knowledge and skills. Monitoring engages participants in performance improvement while providing evidence-based data which can be of assistance in future decision making. During 2020, a total of 891 visits were held, most of which focused on the monitoring of work exposure placements.



Offering personalised support to Jobseekers

- 
 4,990 new registration service users
- 
 4,969 new personalised action plans were drawn up for registered jobseekers in Malta and Gozo
- 
 8,688 personal action plan reviews were undertaken
- 
 570 registered jobseekers and 3,267 job changers placed in employment and 13 events were held for students

Jobseeker advisory services

The basics of career guidance remain the same across client groups, however, Jobsplus recognises that different categories of jobseekers may require a more targeted approach or level of service intensity. A new service structure was implemented in the early months of 2020 to facilitate the provision of services to certain target groups of jobseekers, namely registered youth jobseekers, the long-term unemployed, migrants and job changers.

Unfortunately, the COVID-19 pandemic significantly impacted on the full implementation of the strategy, with pilot programs and services being stalled in order to prioritise advisory services offered to those who as a result of the pandemic, ended up redundant.

Registration services

Registration services had to be adapted to circumstances brought about by the COVID-19 pandemic. Jobsplus' premises were closed for a number of weeks in early 2020 to protect employee health. In the initial weeks of working fully remotely, registration services continued to be offered to clients either by phone or through email correspondence; on the 9th of April 2020, a new online registration system was launched. Using an adapted appointments system, Jobsplus re-opened its doors to the physical presence of clients on the 10th of June.

Following the launch of the new online registration system, Jobsplus received 4,673 website registration applications of which 3,597 were accepted. Between January and December 2020, there were a total of 14,802 registrations. Of the 11,696 unique jobseekers that made use of Jobsplus' registration services, 4,990 were new service users.

Due to Brexit and the end of its transitional period, arrangements needed to be made in order to accommodate any British Nationals who were still residing in Malta by 2020. This was of paramount importance in order to ensure their rights remained protected under the withdrawal agreement.



In a few short weeks, the demand for advisory services increased substantially; the sharp increase coincided with Jobsplus having to adjust immediately to provide services online under the restrictive conditions brought about by the pandemic. With the unexpected threefold increase in the number of registering unemployed persons on the unemployment register, Jobsplus did not adopt the full new model for the provision of services to the long-term unemployed, and curtailed most of the advisory services it offered to job changers. Seven out of eight employment advisors were re-directed to service persons who registered for work.

In 2020, 4,969 new personal action plans were drawn up for registered jobseekers in Malta and Gozo. 8,688 personal action plan reviews were undertaken. The new and revised plans contributed to the referral of 1,723 persons to training opportunities and the employment placement of 570 registered jobseekers. In the same year, 4,256 job changers were profiled, with 3,267 being placed in employment. Job coaching services were offered to 108 clients to facilitate their integration into employment. The intensity of the support or intervention varied depending on the identified needs of the individuals. Although most clients were youths, job coaching services were also offered to a number of older jobseekers and migrants.

Mass outreach to jobseekers through auto-mailers was carried out to inform jobseekers of the numerous employment opportunities that were still available in the local labour market despite the pandemic, including those vacancies created as a result of national restrictive measures.

Exercises were undertaken with officials from the Education Division in order to facilitate school-to-work transitions. Jobsplus participated in career fairs and held presentation sessions for students detailing essential on-the-job skills, services offered by Jobsplus, CV building, and organised mock interviews.

In order to work around the fact that schools were limiting access to their grounds, Jobsplus devised alternate ways to support youth in schools, specifically targeting those students in real need of the support offered by Jobsplus. The rapid adoption by employers of digital online recruitment assessments and interviews brought about by COVID-19 required Jobsplus to provide documentation and advice on appropriate behaviour during online interviews.



The newly developed programme targeting the long-term unemployed started actively enrolling clients in the first week of March but was then re-launched in October 2020 after being halted in its initial weeks due to COVID-19. Long-term unemployed jobseekers were assessed by a multi-disciplinary board to examine their readiness for employment. A job integration programme was designed for 14 of them. Review meetings were held with a number of long term unemployed individuals to further discuss actions and ways forward. The most common challenges identified included lack of skills, lack of motivation and poor communication skills. There were also some additional underlying physical and mental issues. Family commitments also further hindered transition into employment.

Jobsplus facilitated the placement of 497 migrants in work exposure opportunities and provided outreach and guidance for migrants enjoying subsidiary protection. Guidance and advisory services were offered to a further 182 migrants. Under the Asylum Migration and Integration Fund, Jobsplus launched new Basic English and Maltese language courses for Employment targeted at migrants. Courses started in August 2020 following the release of the new guidelines issued by the Health Directorate. Three courses were held in 2020. Unfortunately, the long-term commitment of the enrolled migrants was low resulting in a high drop-out rate.

EURES Malta

EURES services were provided to 656 jobseekers and workers in 2020. Many of the queries received related to obtaining unemployment assistance or assisting people who had lost their job and could not leave Malta to find new employment. Most enquiries came from foreign nationals wanting to move or having moved to Malta. In the latter part of the year, queries came from British Nationals in relation to Brexit and the rights that they would benefit from should they decide to work in Malta.

Jobsplus assisted employers in the filling of 278 vacancies, which is 12 per cent less than the number of vacancies processed in 2019. The gaming sector remained very buoyant and continued to recruit people throughout the year, engaging them on a remote basis with the agreement that they would travel to Malta when possible. As a result of the vacancies, EURES Malta processed 1,834 applications that led to 51 placements.

EURES Malta continued to contribute to its legislative obligations in terms of data reporting as well as participating in the programming cycle for EURES, attending EU level meetings (held online), adhering and implementing the Single Digital Gateway Regulation as well as continuing to contribute to the workings of the European Labour Authority (activity planning and completion of surveys).

Informative fact sheets about a range of subjects were published on the EURES Malta website, sent via email, as well as marketed via social media.





Promoting the transition from inactivity to work



77% of Youth Guarantee participants in SEC revision classes improved their mark



71% of NEET Activation Scheme II participants achieved a certification



60% Male vs 40% Female participants for the Neet Activation Scheme II



77 young persons attended MCAST revision classes under the Youth Guarantee Scheme

Youth Guarantee Scheme

Combating youth unemployment and inactivity remains one of the top priorities of both the European and national agenda, especially so in the context of the COVID-19 pandemic. Young people may face multiple challenges in the labour market, made more difficult by the transitional life period they are going through, their limited or lack of professional experience and other barriers to entering the world of work.

During 2020, Free SEC Revision Classes were offered for the seventh consecutive year under the Youth Guarantee Scheme. The SEC exams' first sit was shifted from May 2020 to September 2020. In response to this, SEC Revision classes were offered to students sitting for both paper B and paper A. Students were given the option to either participate in classroom style learning or online learning. Furthermore, students were provided with additional digital learning material – an online platform was developed specifically for SEC students equipped with short, self-study videos and tests covering all topics of the subjects offered. A total of 610 participants completed their training in 2020. From these, 467 participants improved their scores (76.56 per cent).

MCAST Preventive Classes were also offered during 2020 with a total of 108 students applying for the courses. 77 students participated in these courses with 63 per cent of them successfully progressing in the course. Based on experience, students were once again offered the possibility to receive revision classes in VET subjects. Participants were supplied with laptops to ensure that no student was technologically disadvantaged.

The NEET Activation Scheme II resumed in August 2020 and 129 applicants were successfully profiled, of which 91 achieved a certification (70.54 per cent) by the end of December 2020. During 2020, the list of training modules offered was expanded to include a wider range of industry related courses at different MQF levels. In this way, appropriate training could be offered to a wider cohort of youngsters ranging from those having a low skill-set to those having more advanced skills.



The free-of-charge psychosocial support provided to participants was strengthened. This support included services provided by educational and clinical psychologists, psychotherapists, general practitioners as well as employment advisors and job coaches. Furthermore, participants who completed the scheme or dropped out were still provided with additional psychosocial support if recommended by the professionals. Hence, assistance continued being offered beyond the scheme timeframes.

The Youth Guarantee Scheme was linked to other Jobsplus initiatives to create specific pathways for young jobseekers to move from basic training to work exposure and eventually to employment. Employers that were participating in the work exposure phase were informed that if they had to employ the youngsters, they would also benefit from a financial grant paid by Jobsplus. This is serving as an additional incentive for employers to offer employment opportunities to Youth Guarantee participants.

In 2020, a professional development course was held for professionals who were dealing directly or indirectly with the participants of the Youth Guarantee initiatives. Working with youths who are at risk of social exclusion requires a dynamic multi-disciplinary approach that is continuously adapted to the social and economic challenges that youths face. The professional development course was aimed at equipping the professionals with new tools and skills as well as serving as a networking space whereby professionals could discuss best practices and share ideas. A total of 22 professionals applied for the course including educators, job coaches and employment advisors. 14 participants successfully completed the course and were awarded a Level 3 certification.

Promotional campaigns were carried out on social media through cross-platform posting using Facebook, Instagram and Tik-Tok, as these are the best tools to reach out to youths. Adverts on TV, radio and billboards were also made. The sending out of targeted invitation letters to inactive youths coupled with door-to-door visits increased the visibility of the Youth Guarantee Scheme and enabled Jobsplus to reach out to youths who were at risk of becoming NEETs.

Free childcare scheme

The first two months of 2020 proved to be a successful continuance of 2019 in terms of the number of beneficiaries and attendees. The scenario changed in March 2020 due to the unforeseen circumstances brought about by COVID-19. As an immediate consequence, all childcare centres in Malta and Gozo were obliged to suspend their services as per national directives, from mid-March 2020 to the 1st week of June 2020. The service was resumed in June 2020 and childcare centres remained in operation throughout the rest of year.

6,702 children were enrolled at any one point throughout 2020, out of which 2,544 were new applicants. From the enrolled cohort, a significant decrease in attendance was noted throughout Q3 and Q4 of 2020, with attendance as low as circa 40 per cent.

A COVID-19 special payment agreement was entered into force between the Government and the Free Childcare Scheme providers, through which childcare centres were financially sustained by receiving 90 per cent of their standard payment. The payments to the 149 participating childcare centres exceeded €26 million. This special agreement safeguarded the employment of childcare operators and their employees, whilst securing the provision of the service to cater for and support working parents.

Community Work Scheme Enterprise Foundation

The Community Work Scheme Enterprise Foundation had 1,030 employees by the end of year 2020. All of these workers are deployed within the community to offer a service towards the Maltese and Gozitan population whilst being treated with the same rights as any other worker within the same institution. Occupations varied according to the ability of participants.



Fostering Inclusivity in the workplace



1,587 disabled or disadvantaged persons participated in Jobsplus VASTE Programme from its initiation in 2016 till the end December 2020



1,426 (90%) of the participants were Maltese while 161 (10%) were Gozitan



243 individuals benefitted from one of the specialised services offered through Cooperation Agreements with NGOs since start of VASTE Programme



133 vulnerable individuals received mentoring assistance



29,675 hours of job coaching services provided



234 disabled job seekers were assessed by a Jobsplus Occupational Therapist



236 disabled persons were placed in employment



206 vulnerable clients placed in employment, of which 42 were a result of the services provided by CARITAS Malta and OASI Foundation



77 different companies received a fiscal incentive amounting to a total € 349,070 in relation to the employment of 147 disabled employees

The VASTE Programme

Through the EU-funded VASTE Programme, Jobsplus and its partner, the Lino Spiteri Foundation continued assisting disabled persons and vulnerable individuals (former inmates, former substance-abusers and other socially challenged individuals) to improve their employability and possibly secure employment.

Since 2016, 1,587 unique individuals participated in one of VASTE's project activities: Sheltered Employment Training, the Pre-Employment Training, Basic ICT Training, Mentoring Service and LSF Job Coaching. Experience has shown that this cohort of clientele needs continuous and ongoing support once placed in employment. 1,426 (90 per cent) participants were Maltese while the remainder 161 (10 per cent) were Gozitan. In addition, through Cooperation Agreements with NGOs a total of 243 disabled or vulnerable persons benefitted from one of the specialised services offered by such NGOs.

During 2020, the VASTE Programme activities were promoted through a publicity campaign using TV and radio spots, adverts on billboards, bus shelters, magazines, web banners, information sessions and social media. This campaign is due to remain ongoing until mid-2021.





Services for persons with disability

In 2020, 234 disabled jobseekers were assessed by Jobsplus' Occupational Therapists with a view to identifying their abilities so that they could be matched with job vacancies according to such abilities and/or employability potential.

The Lino Spiteri Foundation outreached over 350 companies throughout 2020. During the second and third quarter of 2020, more emphasis was placed on maintaining already established relationships with employers and assisting those that were already employing disabled persons. Despite this shift in emphasis, the Foundation managed to place 236 disabled persons in employment.

At end 2020, the Foundation was supporting a total of 690 persons, 450 of which were unemployed, whilst the rest were looking for alternative employment. 3,989 appointments for personal action plan meetings with clients were held either face-to-face, online or on the phone.

Job coaching services were provided through online sessions. Such sessions proved to be both productive and efficient since travel time was drastically reduced. The attendance rate of both employed and unemployed clients for these sessions increased as it became easier for clients to participate. Over 29,675 hours of support were provided during 2020, both as pre-employment support and on-the-job support. 46 persons with disabilities were assisted through the Bridging the Gap Scheme.

The Document Management Project continued to provide employment to 60 disabled Gozitans who were being supported by job coaches. The disabled workers were providing scanning services to 14 public organisations.

13 disabled persons were placed on the Community Inclusive Employment Scheme whereby in time, they will have the opportunity to work for Local Councils.

In 2020, Jobsplus processed 205 applications for the exemption of the employer's part of the National Insurance Contribution. In addition, another 77 different companies received a fiscal incentive amounting to a total €349,070 in relation to the employment of 147 disabled employees.

Vulnerable Groups

As keeping physical contact with most of the vulnerable jobseekers proved difficult due to the pandemic, profiling and guidance services were offered over the phone. Such efforts resulted in the placement of 206 vulnerable clients, of which 42 were a result of the services provided by CARITAS Malta and OASI Foundation.

Mentoring services were provided to 133 vulnerable jobseekers in 2020 when compared to the 88 individuals assisted in 2019. This support was also offered to their respective employers.

Some outreach services provided within the Correctional Services Agency, DETOX, shelters and other institutions/NGOs were interrupted between March 2020 and June 2020 due to COVID-19 restrictive measures, but these were partially reinstated online. Upon request of care planners and other professionals, profiling and guidance services were offered on a weekly basis via Microsoft Teams to inmates at least two months prior to their release date. Of the 93 inmates profiled in 2020, 13 benefitted from work experience through the Bridging the Gap scheme and 21 entered gainful employment. A further 13 disadvantaged persons were assisted through the Bridging the Gap Scheme.

During 2020, Jobsplus commenced close collaboration with SOS Malta and became an active participant in the All Equal: Supporting Victims of Human Trafficking project round tables.



Employment Licences and Law Compliance



Paperless employment licence process adopted



30,460 applications for Single Permits / Employment Licences processed



Evidence provided in 1,464 sittings



3,542 inspections resulting in the identification of 3,236 infringements



The employment of 2,181 persons was regularised as a result of inspections



780 persons removed from the unemployment register for being found working and registering or refusing an employment or training opportunity



470 internship applications received and processed



Employment licences

The COVID-19 pandemic led to major changes in the processing of employment licences. During the first months of 2020, Jobsplus started receiving applications for employment licences electronically eventually leading to the adoption of a paperless system. These changes were received positively by clients, leading to a major overhaul of front office services.

The demand for economic migrants decreased between the months of March 2020 and June 2020, primarily due to the imposed travel bans and labour market disturbances caused by the pandemic. Hence, Jobsplus started to accept applications for Temporary Employment Licences for those third country nationals already residing in Malta who lost their jobs during the same period and temporarily paused accepting applications of third country nationals who were not in Malta at the time of application.

As the situation in Malta started to improve, the demand for foreign labour also increased to fill elementary occupations, particularly by third country nationals. Throughout the year 2020, a total of 30,460 applications were processed resulting in a 34% decrease over the previous year, yet these figures are comparable to the number of applications received in 2018. Of these, 23,533 were Single Permit Applications referred to Jobsplus for labour market consideration only. Jobsplus approved a total of 26,602 applications and objected to 3,686 applications.



Providing evidence in legal fora

Jobsplus was frequently called to provide evidence regarding the registration and employment history of individuals according to its administrative records. Evidence was provided in 363 Court sittings. 216 freezing and attachment orders and 12 Freedom of Movement requests were processed.

Compliance

In 2020 Jobsplus performed 3,542 inspections. Although this is less than the 3,920 inspections carried out in 2019, actual interviews amounted to 9,669 compared to 9,216 held in 2019.

During the months of March 2020 through to May 2020, when onsite visits were not viable, desk investigations took place, by requesting employers to submit payroll lists which were then compared with the data contained in Jobsplus' database of the employed population. These investigations led to the identification of a number of employees who were not duly registered with Jobsplus by their employers. It was also during this same period that investigations on platform workers being assigned food delivery tasks began.

From Q2 of 2020 onwards, there was an increase in the number of persons found working while still registering on Part 1 of the Unemployment Register. These persons were removed from the Register.



Internship notifications

A total of 470 Internship applications were received and reviewed in 2020. This is a significant decrease compared with the previous year and amounts to just over half of the applications received in 2019 (855). In addition, due to the pandemic, some internships were either terminated before the end of the intended term, postponed or cancelled altogether. These applications were spread across a total of 124 employers. Once again, this is significantly less than the number of employers involved in 2019, which were 192. 76 per cent of the interns were EU Nationals while the rest were third country nationals. 12 monitoring visits were conducted to verify internship placements.



Contributing to EU Employment Policy Making & Implementation

European Union Affairs

At the onset of the COVID-19 pandemic, Jobsplus stepped up its efforts to support the discussions that were quickly developing at European level, aimed at implementing suitable measures to face the unprecedented challenges brought by the pandemic, in particular within the labour market. In liaison with respective Ministries, decisive action was taken to deliver fast-track contributions to these discussions.

Apart from the above, Jobsplus continued to contribute to national and EU policy by providing feedback on EU documentation related to the European Semester such as the Country Report, the Employment Performance Monitor, the Annual Growth Survey and the Joint Employment Report.

Protecting employment and creating new opportunities has been crucial during 2020, especially with the onset of Brexit coupled with the threat of a global pandemic. To such end, Jobsplus provided feedback about themes discussed at EU level aimed at securing employment, up-skilling and re-skilling of the workforce. These included: Brexit; 'Up-skilling' of the workforce; Integration of migrants in the labour market; Vocational education and training (VET); Participation of the Inactive and the Unemployed in the Labour Market; European Pillar of Social Rights; Future of Work; European Education Area, Skills Agenda for Sustainable Competitiveness, Social Fairness and Resilience and Reconciliation between Family and Work, amongst others.

Additionally, Jobsplus provided feedback to requests originating from international stakeholders such as the European Migration Network, CEDEFOP, the European Training Foundation, the International Labour Organisation, the Organisation for Economic Co-operation and Development and the United Nations Educational, Scientific and Cultural Organization (UNESCO). Jobsplus collaborated in providing its input to studies and surveys in topics related to anti-trafficking, to long-term irregularly staying migrants, and on the impact of COVID-19 on the labour market and career guidance.

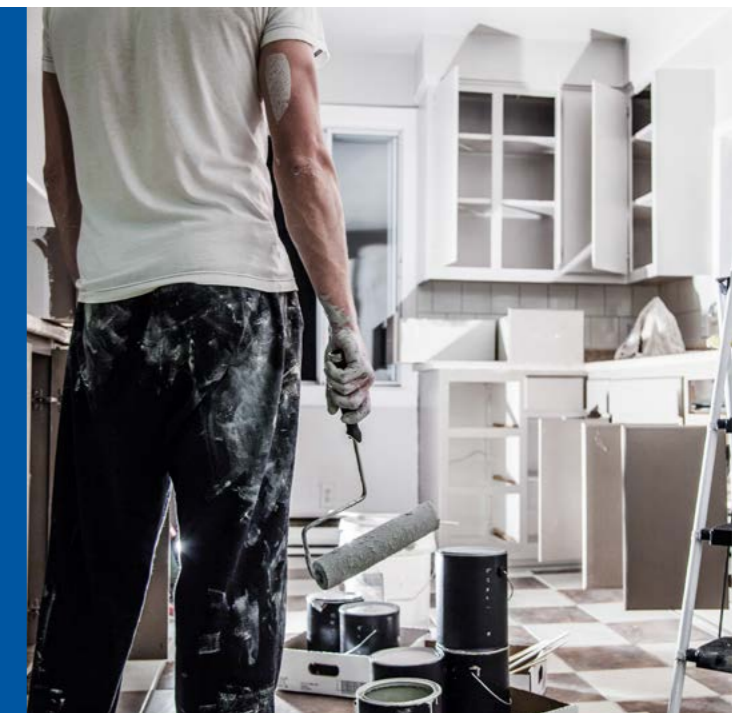
Jobsplus officials represented Malta in several official meetings that due to travel restrictions introduced to protect the health and well-being of all Europeans, were held online.

These meetings included the Employment Committee and its subgroups, the EURES Committee, the Technical and Advisory Committee on Free Movement of Workers and a Working Group on establishing indicators on Work-Life Balance. In 2020, the Work-Life Balance Working Group finalised the task assigned by the Employment Committee and released a methodological manual which aims to support the proper monitoring and assessment of the Directive of 20 June 2019 on work-life balance for parents and carers, in particular with regard to gender equality, that came into force in August 2019.

Labour Market Analysis

The Council Recommendation of February 2016 on the Integration of the long-term unemployed into the Labour Market requires Jobsplus to carry out a data collection exercise on an annual basis in relation to the monitoring of the long-term unemployed in Malta. This exercise involves different levels of assessments in order to provide information on the context within which such recommendation is being implemented. Thus, direct monitoring of the effectiveness of Job Integration Agreements within the country is shown in the completed exercise, as well as the sustainability of positive outcomes.

The Council Recommendation of 22 April 2013 on establishing a Youth Guarantee Scheme obliges member states to collate data on youths who are not in employment, education or training and their situation after participating in the Youth Guarantee. Thus, as a means of monitoring the effectiveness of the implementation of the Youth Guarantee Scheme in Malta, Jobsplus derives information on the participants of these schemes. Such an exercise involves the collation of data on three different levels: aggregate, direct and follow-up monitoring.





As requested by the EU Commission, data relating to the Labour Market Policy Database is also collected and submitted annually. The LMP database's main aim is to include all labour market interventions which are specifically targeted towards the unemployed, the inactive and those employed at risk. Both quantitative and qualitative information is included, such as, information on the participants and how the schemes work as well as quantitative data on expenditure, which are included in said database.

The Surplus and Shortages Survey and the Employers and Jobseekers Satisfaction Surveys were the research projects planned for launch in 2020. However, they were postponed to 2021 as it was not appropriate to obtain feedback from employers during the circumstances brought about by the pandemic. Nevertheless, requests from private companies, private researchers and students were received and acted upon as in previous years.

Employment records

During 2020, 222,220 employment forms were processed by Jobsplus, which constitutes a decrease of 4.7 per cent over forms processed in 2019. The overall share of online forms received at Jobsplus increased by 9 per cent to 68 per cent, when compared to the 59 per cent share of 2019.

In addition to the processing of forms, circa 13,000 clients were serviced monthly by staff either in person, via email or phone. Among others, these operations included:



Updating of around 1,349 cases pertaining to law compliance investigations



Information sent back to employers due to missing or incorrect information which amounted to 2,619 forms



4,394 cases which pertained directly to employer related services such as form filling for self-employed, issue of employees lists, etc.



12,245 cases which dealt directly with employee related information such as updates, additions and employment histories



Over 27,448 queries by phone which were addressed and solved; Around 100,800 emails pertaining to employer and customer-related cases which were processed and solved

Overall, this constituted an increase of approximately 44 per cent in clients serviced per month over the same period for 2019.

In order to assist employers to fulfil their legal obligation of submitting the required employment forms in respect to their employees, Jobsplus updated its set of frequently asked questions (FAQs) on the Jobsplus portal. These FAQs have been well received both by employers and Jobsplus staff working directly with clients or employers.

Between March 2020 and June 2020, Jobsplus received numerous phone calls and emails as a result of the restrictive measures due to the pandemic, since walk-ins to front facing offices were restricted. In order to gauge the level of redundancies that were directly caused by the COVID-19 crisis, Jobsplus increased one reason of termination of employment which could be selected by employers, namely “Redundancy due to COVID-19”. This assisted in ensuring that proper claims were being made to the Department for Social Security for redundancy purposes.

Labour Market Information

As in previous years, Jobsplus compiled and published employment and unemployment statistics on a monthly basis through the National Statistics Office News Releases. The publication of employment figures was delayed since an exercise to update the NACE codes of employers was being undertaken in consultation with the National Statistics Office. Publication of employment figures resumed towards the last quarter of 2020.



During this operational year, 1,088 requests for information were replied to, 38 per cent of which were ad-hoc requests originating from students, public entities, research units, parliamentary questions and from other Jobsplus units. Weekly reports on redundancies were also prepared for management to monitor the labour market situation during the COVID-19 crisis. Weekly flow of engagement and termination forms (whose active period pertained to 2020) were analysed in order to determine the effect of the COVID-19 crisis on all economic sectors and on the demographic composition of the labour market. These reports were supplied regularly to Jobsplus management, to the Ministry for Finance and to the National Statistics Office.

Jobsplus' internal operations were also monitored through the compilation of monthly key performance indicators for all operations and support services within Jobsplus.



Corporate affairs





Protective measures against COVID-19 were adopted to protect employees and clients



40% of employees teleworking on an ongoing basis



2,867 staff training hours delivered



60% of Jobsplus employees possess a tertiary level of education



Jobsplus ICT anti-virus and anti-hacking systems strengthened

Performance Management

Performance figures on all facets of Jobsplus' operations and internal support services were compiled and shared with Jobsplus' management on a monthly basis. Work on process mapping continued with respect to those work processes that were either new or that witnessed change so that the organisation could ensure continuity of service provision despite the pandemic. Apart from compiling performance data for internal analysis, Jobsplus provided routine feedback about progress achieved regarding measures mentioned in the National Strategy for Poverty Reduction, the Electoral Manifesto, the Mapping Tomorrow exercise, and the VET Policy Report.



2020 was still a busy year for the European Network of Public Employment Services of which Jobsplus is a member. The number of meetings increased albeit in a virtual manner. The Network supported its members through the organisation of several webinars to highlight good practices that were taking place to mitigate the effects of the pandemic. Jobsplus management took active participation in such seminars and responded in time to information requests received throughout the year.

A new contact point with Servizz.gov was established. It coordinated the channelling of thousands of service requests made by service users through Centre.com and also ensured response execution in a timely manner. It also ensured that all the Centre.com agents working on the Jobsplus account were adequately trained on Jobsplus services to be able to provide good client service.

People Management

At the end of December 2020, there were 317 persons employed with Jobsplus. The pandemic has necessitated that more of our employees make use of teleworking facilities. Hence, the number of employees using teleworking facilities increased to 126.

Jobsplus channelled considerable investment towards the personal and professional development of its people, to assist them in fulfilling their potential and further their skills. Training was mainly conducted through the Institute for Public Services. Three employees had their studies sponsored by Jobsplus.

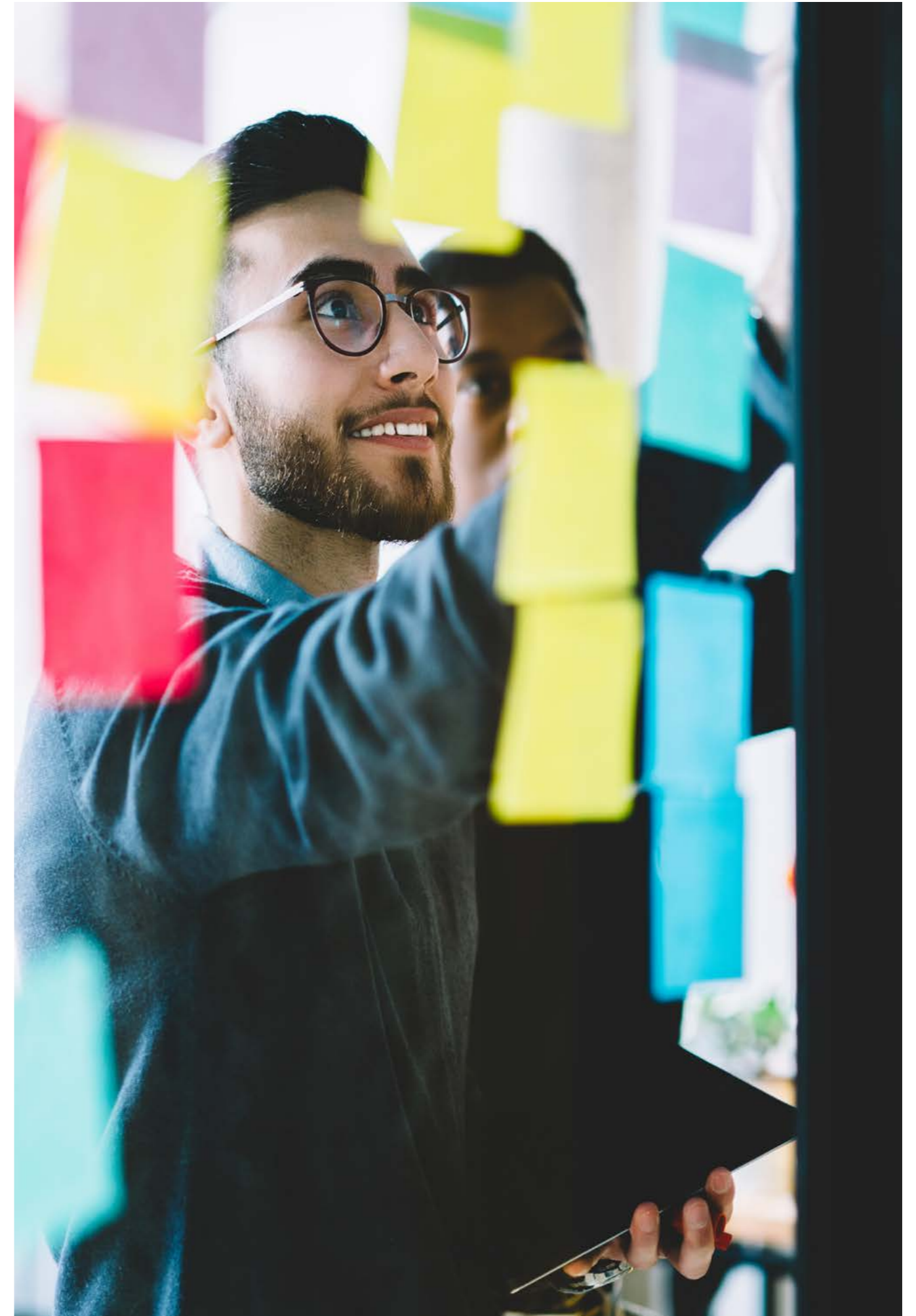
Due to the pandemic, Jobsplus took all the necessary measures to protect its employees and clients from contagion. Visors, masks and sanitising bottles were provided to every member of staff. Perspex partitions were installed on all front-line desks and between employees' desk wherever necessary. Employees, clients and suppliers entering any Jobsplus premises had their temperature read as from the second week of June 2020. Additional contracted security guards were deployed at outposts in order to administer temperature readings and to manage the queues of clients who had to turn up at Jobsplus offices according to the appointment given to them.

Extra cleaning services were contracted to increase the frequency and extent of cleaning. Staff are not being allowed to share their furniture, equipment and stationery with other employees and clients. All air conditioning units at Jobsplus' premises in Hal Far and outposts were thoroughly cleaned. Above all, Jobsplus took action to adhere to the guideline issued by the Health Authorities to allow four square metres per person in offices, and to abide with the new childcare standards introduced to protect children and their carers from the pandemic at its childcare centre.

A COVID-19 risk assessment of each area within Jobsplus was carried out by an external risk assessor and Jobsplus efficiently addressed all COVID-19 related risks.

Procurement and Purchasing Control

During 2020, Jobsplus undertook 23 procurement exercises. The total value of the six awarded tenders amounted to €2.1 million (excl. VAT). One public call for quotations was published, whereby from a total of three lots, only one lot was awarded for the price of €2,940 (excl. VAT). Sixteen other procurement exercises were undertaken for a total cost of €0.6 million (excluding VAT).





Enhancing our
customer experience
through digital tools

For a few months in the year 2020, Jobsplus had to provide its services solely online due to the pandemic. Online facilities were provided to persons to register for employment online through the Corporation's main portal. A new vetting system was incorporated with this form, through which the Corporation's registration officers could vet the clients' submitted applications. Furthermore, the Jobsplus registration officers do not need to key in the clients' personal details themselves; instead once the application is vetted, the personal details are pushed automatically into the system. Since the launch of this new online registration employment form, circa 50 per cent of the registration forms have reached Jobsplus through this channel.

The facility for Jobsplus clients to be able to download their employment history online was also introduced within a very short time span in 2020 and a Facebook live client chat service was introduced. Several other new electronic forms that were required by several business process owners were developed and incorporated within the Corporation's and the Servizz.gov portals. All these online services will be expanded in the coming years.

Several tools including user feedback and gathering of statistical information tools have also been implemented on a group of selected web pages from the Corporation's main portal as part of the Your Europe (Single Digital Gateway) Project.

An upgrade of the technology platform around which Jobsplus website is built (referenced as Argent) was carried out during last year. The upgrade was aimed at the following salient benefits: security patches to counter for vulnerabilities, alignment of the technology framework versions between systems and assurance for the Corporation's portal to remain supported from a technical aspect. With the aim of enhancing the Corporation's data servers security, the data servers' antivirus protection was upgraded to protect them as much as possible from ransomware attacks.

The need to continue to provide client services while allowing employees to telework from home brought about challenges to Jobsplus' ICT systems and facilities. Major efforts were made to transfer all the employees' workstations to their home along with all the related arrangements including but not limited to the setup of virtual private networks for systems' remote access and the provision of telephony services to be able to conduct their operations.

Eventually, 80 desktop workstations were replaced by a similar number of laptops to aid employees who needed to switch from office-based working to teleworking on any working day. This project included procurement, software installation and hard disk encryptions of the laptops in question.

A new cloud-based telephony system was implemented. Through this system Jobsplus is now able to extend its PABX telephony services to its remote workers, and users are now able to make use of this cloud-based system to access their PABX telephone extension. This system has already been rolled out to 100 employees of the Corporation.

During the year 2020, several utility applications were developed aimed at facilitating some of the Corporation's operations. One of these utilities is an application through which the Corporation can retrieve information from the systems of other Government entities. This utility resulted in a more efficient process by obtaining direct access to the information as opposed to the previous method of exchanging emails between entities resulting in a lengthy and inefficient process.

Several enhancements were also carried out in the sharing of data integration mechanism of the EU Fund's state aid mapping system (Scarlet) with the Malta Business Registry, where data sharing between the Malta Business Registry and Jobsplus systems is now being performed through web APIs instead of the previous file transfer protocol file upload. The advantage of such enhancement is the fact that data is now being shared in a more efficient and secure manner; data can also be accessed in real time.





The EURES data synchronisation project was completed in 2020. An upgrade of the live SQL Server database management system to a newer software was also carried out. This project was extremely challenging and involved extensive planning of the upgrade itself, testing before the actual live deployment and database management system optimisations.

Several structured cabling works were carried out at the Corporation's Training Centre to provide further connectivity services to the clients that attend the Corporation's training courses. In addition, several desktop workstations were replaced with new workstations in the complex.

During 2020, over 20,000 service requests ranging from customer care assistance to hardware support were handled.

Finally, work continued on the major project of modernising the Corporation's ICT systems. A first draft document was compiled highlighting the ICT strategic plan of the Corporation which will now be reviewed for finalisation. Furthermore, the process of documenting the Corporation's business processes, ICT systems logic and data flows continued during the year under review.





Jobsplus Directors' Report

Jobsplus Directors' Report For the Year Ended 31 December 2020

The directors present their report and the audited financial statements for the year ended 31 December, 2020.

Directors

In accordance with Section 6 subsection (5) of the Employment and Training Services Act, the Board of Directors shall be appointed for a period of one year and the members of the previous board are eligible for reappointment.

The following have served on the Board of Directors of the Corporation during the year under review:

Dr Charmaine Cristiano Grech - Chairperson (appointed on 6 January 2021)

Mr Clyde Caruana (re-appointed as Chairperson on 20 April 2020 and resigned on 19 October 2020)

Dr Ernest Azzopardi - Deputy Chairperson (appointed on 20 April 2020)

Ms Alexandra Gatt (resigned from Deputy Chairperson and appointed as board member on 20 April 2020)

Ms Gabriella Calleja

Mr James H. Pearsall

Mr Anglu Fenech

Mr Andrew W.J. Mamo

Mr Michael Grech

Ms Abigail Mamo

Mr Gaetano Tanti

Mr Joseph Farrugia

Ms Ingrid Vella Scerri

Mrs Marie Grech Caruana

Mr Joseph Bugeja

Mr Oliver Scicluna

Dr Joey Reno Vella (appointed on 11 June 2020)

Ms Maria Antonia Cassar

Mr Andrew Triganza-Scott (resigned on 20 April 2020)

Ms Sharon Camenzuli - Board Secretary

The term of office of the current Board of Directors extends to 20 April 2021

Principal Activities

Jobsplus has functioned since 3 August 1990 as Malta's national employment service by keeping a register of job seekers and by engaging in the matching of job vacancies with job seekers; a register of persons in employment is also kept to supply data on Malta's gainfully occupied population. It engages in the implementation of active measures in the form of employment and training programmes and schemes with the aim of assisting job seekers to find gainful employment. Job search assistance and training is also extended to persons already in employment to contribute towards the upgrading of the skills portfolio of the workforce.

Jobsplus is an active member of the European Network of Public Employment Services (PES) whose mission statement reads:

"Public employment services as public services have a specific role in the labour market: they deliver services free of charge to jobseekers (both unemployed and job changers) as well as to employers, which aim to bring jobseekers and vacancies together, and also contribute to improved transparency in the labour market. they play this specific role among other actors."

Jobsplus

Directors' Report (continued)

For the Year Ended 31 December 2020

In improving the functioning of the labour market within which it operates, any PES member shall set national targets and outcomes which will benefit directly their Jobseeker and Employer customers, and which meet the requirements established by Government.

A PES member should contribute to:

- the development of labour market policy through the provision and analysis of relevant labour market information and trends;
- the appropriate implementation of labour market policies;
- improved dissemination of employment opportunities;
- a decrease in unemployment through active engagement with jobseekers;
- a reduction in bottlenecks and mismatches in the labour market;
- an increase in labour market participation rates and employment;
- helping the disadvantaged and the more marginalised jobseekers into the active labour market;
- engage in partnerships with other relevant organisations; and
- engage in continuous development of staff skills.

The PES mission statement identifies the strategies to be adopted to reach the above objectives as being: customer focus, early identification and intervention to reduce unemployment spells, modernising service delivery through self-service facilities, partnerships and networking, effectiveness and quality of services. The activities of the Corporation must remain consistent with such mission statement for the foreseeable future.

Results

The Corporation based its expenditure for the year under review on its budgetary expenditure as approved by Parliament.

During the year, the Corporation continued to adopt International Financial Reporting Standards as adopted by the European Union (EU) in its presentation of the financial statements.

The Corporation reported a deficit for the year ended 31 December, 2020 of €1,369,481 (2019: surplus of €1,718,906) which when added to the reserves brought forward from the previous year of €8,212,919, leaves a balance of €6,843,437 in accumulated reserves at the end of the financial reporting year.

The result for the year is arrived after considering Government subvention received amounting to €24,800,000 (2019: €24,693,386), recurrent expenditure amounting to €27,254,166 (2019: €25,770,247) and other income amounting to €1,103,858 (2019: €2,810,227).

On 10 March 2020, the COVID-19 outbreak was declared a global pandemic by the World Health Organisation. Many Governments around the world introduced unprecedented measures to contain and control this outbreak. In Malta, the measures included quarantine, self-isolation and travel restrictions, amongst others. Social distancing and stay-at-home regulations were also enacted to control the outbreak of this pandemic. As a result of the global pandemic, Jobsplus did not enforce the 2% Quota in relation to the contribution received from employing persons with disability within the workforce, and accordingly income derived from such contribution dropped significantly by 75% in 2020 (note 6.) which is the main factor for the deficit experienced by the Corporation during the year under review.

Jobsplus Directors' Report (continued)

For the Year Ended 31 December 2020

Disclosure of information to the auditor

At the date of making this report, the directors confirm the following:

- As far as each director is aware, there is no relevant information needed by the independent auditor in connection with preparing the audit report of which the independent auditor is unaware, and
- The directors have taken all steps that they ought to have taken as directors in order to make themselves aware of any relevant information needed by the independent auditor in connection with preparing their report and to establish that the independent auditor is aware of that information.

Events after the reporting period

There were no particular important events affecting the Corporation which occurred since the end of the reporting period.

Responsibilities of the Board of Directors

The Employment and Training Services Act, Section 32(1) requires the Corporation to keep proper books of accounts and other records in respect of its operations and to prepare a statement of accounts in respect of each financial year. The Board of Directors is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Corporation and to enable them to ensure that the financial statements have been properly prepared in accordance with the requirements of International Financial Reporting Standards as adopted by the EU. This responsibility includes designing, implementing and maintaining internal controls relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error. They are also responsible for safeguarding the assets of the Corporation and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditors

PKF Malta Limited, Registered Auditors, have expressed their willingness to continue in office and a resolution for their reappointment will be proposed at the Annual General Meeting. This report was approved and authorized for issue by the Board of Directors on 26 February, 2021 and signed on its behalf by:



Dr Charmaine Cristiano Grech
Chairperson



Dr Ernest Azzopardi
Deputy Chairperson

Registered Address:

Head Office
Hal Far, BBG 3000
Malta

26 February, 2021

Independent Auditor's Report

To the members of Jobsplus

Report on the Audit of the Financial Statements Opinion

We have audited the accompanying financial statements of Jobsplus set out on pages 6 - 29 which comprise the statement of financial position as at 31 December, 2020, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements give a true and fair view of the balance sheet of the Corporation as at 31 December, 2020, and of its financial performance for the year then ended in accordance with International Financial Reporting Standards as adopted by the European Union and have been properly prepared in accordance with Section 32(1) of the Employment and Training Services Act.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Corporation in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (IESBA Code) together with the ethical requirements that are relevant to our audit of the financial statements in accordance with the Accountancy Profession (Code of Ethics for Warrant Holders) Directive issued in terms of the Accountancy Profession Act (Cap. 281) in Malta, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

The management is responsible for the other information. The other information comprises the directors' report shown on pages 1 to 3. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

In addition, in light of the knowledge and understanding of the Corporation and its environment obtained in the course of the audit, we are required to report if we have identified material misstatements in the directors' report and other information. We have nothing to report in this regard.

Responsibilities of those charged with governance for the financial statements

The management is responsible for the preparation of the financial statements that give a true and fair view in accordance with IFRS as adopted by the EU, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In addition, Section 32(1) of the Employment and Training Services Act, states that the Corporation shall cause to be kept proper books of account and other records in respect of its operations and shall cause to be prepared a statement of accounts in respect of each financial year.

In preparing the financial statements, the management is responsible for assessing the Corporation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the management or the Government of Malta either intend to liquidate the Corporation or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Corporation's financial reporting process.

Independent Auditors' Report (continued)

To the members of Jobsplus Report on the Financial Statements Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Corporation's internal control.

Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.

Conclude on the appropriateness of the directors' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Corporation's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Corporation to cease to continue as a going concern. In particular, it is difficult to evaluate all of the potential implications that COVID-19 will have on the Corporation's operations and the overall economy. Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit. The partner in charge of the audit resulting in the independent auditor's report is Mr. George Mangion for and on behalf of



PKF Malta Limited
Registered Auditors

15, Level 3, Mannarino Road
Birkirkara BKR 9080
Malta

26 February, 2021

Jobsplus Statement of Comprehensive Income For the Year Ended 31 December 2020

	Note	2020	2019
		€	€
Subvention from Consolidated Fund	4.	24,800,000	24,693,386
Recurrent Expenditure		(27,254,166)	(25,770,247)
(Deficit) from recurrent expenditure	5.	(2,454,166)	(1,076,861)
Finance costs		(19,173)	(14,460)
Income from disability contribution	6.	341,600	1,348,400
Income from employment licences and other services		628,278	725,087
Income from ESF projects' indirect expenditure		133,980	736,740
European Social Fund projects		(1,369,481)	1,718,906
		-	-
Project finance		3,025,327	4,585,272
Project costs	8.	(3,025,327)	(4,585,272)
Deferred grants		38,960	43,915
Depreciation on ESF property, plant and equipment		(38,960)	(43,915)
		-	-
Net excess of expenditure over income		(1,369,481)	1,718,906

The notes on pages 11 to 29 form an integral part of these financial statements.

Jobsplus Statement of Financial Position As at 31 December 2020

	Note	2020	2019
		€	€
ASSETS			
Non-current assets			
Intangible assets	10.	76,935	107,235
Property, plant and equipment	11.	1,564,024	1,603,413
Property, plant and equipment ESF Projects	12.	407,961	446,285
Total non-current assets		2,048,920	2,156,933
Current assets			
Inventories	13.	26,486	19,806
Trade and other receivables	14.	2,345,519	1,430,392
Cash and cash equivalents	15.	6,476,183	8,712,498
Total current assets		8,848,188	10,162,696
TOTAL ASSETS		10,897,108	12,319,629

Jobsplus

Statement of Financial Position

As at 31 December 2020

	Note	2020	2019
		€	€
EQUITY AND LIABILITIES			
Equity			
Endowment Capital	16.	582,343	582,343
Accumulated reserves		6,843,437	8,212,919
Total equity		7,425,780	8,795,262
Liabilities			
Non-current liabilities			
Lease Liability	9.	243,993	154,511
Deferred grants	17.	369,000	407,393
Total non-current liabilities		612,993	561,904
Current liabilities			
Lease Liability	9.	49,849	48,434
Deferred grants	17.	38,962	38,894
Trade and other payables	18.	2,769,524	2,875,135
Total current liabilities		2,858,335	2,962,463
Total liabilities		3,471,328	3,524,367
TOTAL EQUITY AND LIABILITIES		10,897,108	12,319,629

The notes on pages 11 to 29 form an integral part of these financial statements.

These financial statements on pages 6 to 29 were approved and authorised by the Board of Directors on 26 February, 2021 and were signed on its behalf by:



Dr Charmaine Cristiano Grech
Chairperson



Dr Ernest Azzopardi
Deputy Chairperson

Jobsplus

Statement of Changes in Equity

For the Year Ended 31 December 2020

	Capital	Reserves	Equity
	€	€	€
2020			
Balance as at 1 January, 2020	582,343	8,212,918	8,795,261
Excess income over expenditure for the year	-	(1,369,481)	(1,369,481)
Balance as at 31 December, 2020	582,343	6,843,437	7,425,780

	Capital	Reserves	Equity
	€	€	€
2019			
Balance as at 1 January, 2019	582,343	6,540,771	7,123,114
Adjustment on initial application of IFRS 16	-	(46,758)	(46,758)
Equity restated as at 1 January, 2019	582,343	6,494,013	7,076,356
Excess income over expenditure for the year	-	1,718,906	1,718,906
Balance at 31 December, 2019	582,343	8,212,919	8,795,262

The notes on pages 11 to 29 form an integral part of these financial statements.

Jobsplus

Statement of Cash Flows

For the Year Ended 31 December 2020

	Note	2020	2019
		€	€
Operating activities:			
(Loss)/profit from operations		(2,473,339)	(1,091,321)
Adjustments	19.	434,742	423,339
Net changes in working capital	19.	(1,027,418)	1,304,253
Income received from disability contribution, employment licences and other services		969,878	2,073,487
Interest expense to reconcile to profit (loss) from operations		19,173	14,460
Income received from ESF Projects' indirect expenditure		133,980	736,740
Net cash flows (used in)/from operating activities		(1,942,984)	3,460,958
Cash flows from investing activities:			
Payments to acquire property, plant and equipment		(179,341)	(469,795)
Payments to acquire intangible assets		(49,808)	(59,712)
Net cash flows used in investing activities		(229,149)	(529,507)
Cash flows from financing activities:			
Repayment of lease liabilities		(64,686)	(67,450)
Proceeds to finance acquisitions of property, plant and equipment ESF Projects		635	777
Net cash flows used in financing activities		(64,051)	(66,673)
Net cash (used in)/from in cash and cash equivalents		(2,236,184)	2,864,778
Cash and cash equivalents at beginning of year		8,712,367	5,847,589
Cash and cash equivalents at end of year	15.	6,476,183	8,712,367

The notes on pages 11 to 29 form an integral part of these financial statements.

Jobsplus

Notes to the Financial Statements

For the Year Ended 31 December 2020

1. General Information

Jobsplus was set up on 3 August 1990 through the Employment and Training Services Act. Its registered office is at Head Office, Hal Far, BBG 3000, Malta.

The financial statements of the Corporation have been prepared and presented in accordance with the requirements of the International Financial Reporting Standards (IFRS) as adopted by the European Union (EU) and in accordance with the provisions of Section 32(1) of the Employment and Training Services Act.

The financial statements are presented in euro (€), which is the Corporation's functional currency.

2. Changes in Accounting Policies and Disclosures

Standards, interpretations and amendments to published standards as endorsed by the EU effective in the current year.

In the current year, the Corporation has applied new and amended IFRS Standards issued by the International Accounting Standards Board (IASB) and adopted by the EU that are mandatorily effective in the EU for an accounting period that begins on or after 1 January 2020. The adoption of new and amended standards did not have a material impact on the Corporation's financial statements.

-Amendments to References to the Conceptual Framework in IFRS Standards (effective for annual reporting periods beginning on or after 1 January 2020)

- Amendments to IFRS 3: Definition of a Business (effective for annual reporting periods beginning on or after 1 January 2020)

- Amendments to IAS 1 and IAS 8: Definition of Material (effective for annual reporting periods beginning on or after 1 January 2020)

- Amendments to IFRS 9, IAS 39 and IFRS 7: Interest Rate Benchmark Reform (effective for annual reporting periods beginning on or after 1 January 2020)

- Amendment to IFRS 16 Leases: Covid-19-Related Rent Concessions (effective for annual reporting periods beginning on or after 1 June 2020)

Standards, interpretations and amendments to published standards as endorsed by the EU that are not yet effective

At the date of the authorisation of these financial statements, certain new standards, amendments and interpretations to existing standards have been published by the IASB but are not yet effective and have not been adopted early by the Corporation. Management anticipates that all the relevant pronouncements will be adopted in the Corporation's accounting policies upon their effective date. The Corporation is still assessing the effect of these changes on the financial statements, however certain new standards and interpretations are not expected to have a material impact on the Corporation's financial statements.

- Amendments to IFRS 4: Extension of the Temporary Exemption from Applying IFRS 9 (effective for annual reporting periods beginning on or after 1 January 2023)

- Amendments to IFRS 9, IAS 39, IFRS 7, IFRS 4 and IFRS 16: Interest Rate Benchmark Reform - Phase 2 (effective for annual reporting periods beginning on or after 1 January 2021)

Standards, interpretations and amendments to published standards that are not yet endorsed by the EU

- IFRS 17 Insurance Contracts (effective for annual reporting periods beginning on or after 1 January 2023)

Jobsplus

Notes to the Financial Statements (continued) For the Year Ended 31 December 2020

2. Changes in Accounting Policies and Disclosures continued

- Amendments to IAS 1 Presentation of Financial Statements: Classification of Liabilities as Current or Non-Current (effective for annual reporting periods beginning on or after 1 January 2023)

- Amendments to IFRS 3: Reference to the Conceptual Framework (effective for annual reporting periods beginning on or after 1 January 2022)

- Amendments to IAS 16 Property, Plant and Equipment: Proceeds before Intended Use (effective for annual reporting periods beginning on or after 1 January 2022)

- Amendments to IAS 37 Onerous Contracts: Cost of Fulfilling a Contract (effective for annual reporting periods beginning on or after 1 January 2022)

- Annual Improvements to IFRS Standards 2018–2020 (effective for annual reporting periods beginning on or after 1 January 2022)

3. Significant Accounting Policies

a. Overall considerations

The preparation of financial statements in conformity with IFRS requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Corporation's accounting policies.

The financial statements have been prepared using the significant accounting policies and measurement bases summarised below.

The accounting policies have been consistently applied by the Corporation and are consistent with those used in previous years.

b. Going Concern

The financial statements have been prepared on the going concern basis which assumes that the Government of Malta will continue to provide the necessary funding to the Corporation to enable it to continue with its activities.

c. Income and expense recognition

i Government subvention

Income from subvention voted to the Corporation from the consolidated fund is accrued for in accordance with the Corporation's approved budget for the year.

ii ESF reimbursements

ESF claims for reimbursements are recognised in the period in which the eligible expenses are incurred.

iii ESF projects' indirect expenditure reimbursements

ESF projects' indirect expenditure reimbursements pertains to additional funds received based on the eligible claims processed by the managing authority. It also includes eligible profiling and training services expenses which are not reported in the claims for reimbursements. These are recognised on cash basis.

Jobsplus

Notes to the Financial Statements (continued) For the Year Ended 31 December 2020

3. Significant Accounting Policies continued

c. Income and expense recognition continued

iv Other income

Other income, including income from disability contribution, employment licences and other services, are recognised on cash basis.

v Interest

Interest income and expenses are reported on an accrual basis using the effective interest method.

vi Deferred grants

Deferred grants in relation to property, plant and equipment co-financed by the EU are released to the statement of income and expenditure yearly in amounts equivalent to the depreciation charge on the related assets.

vii Operating expenses

Operating expenses are recognised in the statement of income and expenditure upon utilisation of the service or at the date of their origin.

viii Provision for expenditure on projects and employment and training initiatives

Expenditure on projects and employment and training initiatives include funds committed by way of a provision in the financial statements.

d. Right of Use Asset

A right-of-use asset is recognised at the commencement date of a lease. The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset.

Right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is the shorter. Where the Corporation expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of-use assets are subject to impairment or adjusted for any remeasurement of lease liabilities.

The Corporation has elected not to recognise a right-of-use asset and corresponding lease liability for short-term leases with terms of 12 months or less and leases of low-value assets. Lease payments on these assets are expensed to profit or loss as incurred.

e. Lease Liabilities

A lease liability is recognised at the commencement date of a lease. The lease liability is initially recognised at the present value of the lease payments to be made over the term of the lease, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the Corporation's incremental borrowing rate. Lease payments comprise of fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, amounts expected to be paid under residual value guarantees, exercise price of a purchase option when the exercise of the option is reasonably certain to occur, and any anticipated termination penalties. The variable lease payments that do not depend on an index or a rate are expensed in the period in which they are incurred.

Jobsplus

Notes to the Financial Statements (continued) For the Year Ended 31 December 2020

3. Significant Accounting Policies continued

e. Lease Liabilities continued

Lease liabilities are measured at amortised cost using the effective interest method. The carrying amounts are remeasured if there is a change in the following: future lease payments arising from a change in an index or a rate used; residual guarantee; lease term; certainty of a purchase option and termination penalties. When a lease liability is remeasured, an adjustment is made to the corresponding right-of-use asset, or to profit or loss if the carrying amount of the right-of-use asset is fully written down.

f. Intangible assets

Intangible assets are initially recorded at cost. They are subsequently stated at cost less accumulated amortisation and impairment losses.

Amortisation is provided at rates intended to write down the cost of the assets over their expected useful lives. The annual rates used, which are consistent with those applied in the previous year, are as follows:

Computer software- 25%

g. Property, plant and equipment

i Value method

Items of property, plant and equipment are measured at cost less accumulated depreciation and accumulated impairment losses.

Cost includes expenditure that is directly attributable to the acquisition of the asset and any other costs directly attributable to bringing the assets to a working condition for their intended use, and the costs of dismantling and removing the items and restoring the site on which they are located.

ii Depreciation

Depreciation is charged to the statement of comprehensive income on a straight-line basis over the estimated useful lives of items of property, plant and equipment, using the rates below. The rates applied, which are consistent with those applied in the previous year, are as follows:

Building Improvements 4 - 20%
Motor Vehicles 20%
Computer and Other Equipment 10-25%
Computer and office equipment 10%

Gains and losses on the disposal or retirement of an item of property, plant and equipment are determined as the difference between the net disposal proceeds and the carrying amount at the date of disposal. The gains or losses are recognised in the statement of comprehensive income as other operating income or other operating costs, respectively.

No depreciation is provided on assets that are not yet brought into use.

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Notes to the Financial Statements (continued) For the Year Ended 31 December 2020

3. Significant Accounting Policies continued

h. Impairment testing of intangible assets and property, plant and equipment

For the purposes of assessing impairment, assets are grouped at the lowest levels for which there are largely independent cash inflows (cash-generating units). As a result, some assets are tested individually for impairment and some are tested at cash-generating unit level.

All individual assets or cash-generating units are tested for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable.

An impairment loss is recognised for the amount by which the asset's (or cash-generating unit's) carrying amount exceeds its recoverable amount, which is the higher of its fair value less costs of disposal and its value in use. To determine the value in use, the Corporation's management estimates expected future cash flows from each cash-generating unit and determines a suitable interest rate in order to calculate the present value of those cash flows. Discount factors are determined individually for each cash-generating unit and reflect current market assessment of the time value of money and asset-specific risk factors.

Impairment losses for cash-generating units reduce first the carrying amount of any goodwill allocated to that cash-generating unit. Any remaining impairment loss is charged pro rata to the other assets in the cash-generating unit. With the exception of goodwill, all assets are subsequently reassessed for indications that an impairment loss previously recognised may no longer exist. An impairment loss is reversed if the asset's or cash-generating unit's recoverable amount exceeds its carrying amount.

i. Inventories

Inventories are stated at the lower of cost and net realisable value. Stocks are determined by the weighted average basis. Net realisable value represents the estimated selling price for inventories less all estimated costs of completion and costs necessary to make the sale.

j. Financial instruments

i Recognition and derecognition

Financial assets and financial liabilities are recognised when the Corporation becomes a party to the contractual provisions of the financial instrument.

Financial assets are derecognised when the contractual rights to the cash flows from the financial asset expire, or when the financial asset and substantially all the risks and rewards are transferred. A financial liability is derecognised when it is extinguished, discharged, cancelled or expires.

ii Classification and initial measurement of financial assets

Except for those trade receivables that do not contain a significant financing component and are measured at the transaction price in accordance with IFRS 15, all financial assets are initially measured at fair value adjusted for transaction costs (where applicable).

Financial assets, other than those designated and effective as hedging instruments, are classified into the following categories:

- amortised cost;
- fair value through profit or loss (FVTPL); or
- fair value through other comprehensive income (FVOCI)

In the periods presented the Corporation does not have any financial assets categorised as FVPTL and FVOCI.

Jobsplus

Notes to the Financial Statements (continued) For the Year Ended 31 December 2020

3. Significant Accounting Policies continued

j. Financial instruments continued

ii Classification and initial measurement of financial assets continued

The classification is determined by both:

- the entity's business model for managing the financial asset; and
- the contractual cash flow characteristics of the financial asset

iii Subsequent measurement of financial assets

Financial assets are measured at amortised cost if the assets meet the following conditions (and are not designated as FVTPL:

- they are held within a business model whose objective is to hold the financial assets and collect its contractual cash flows; and
- the contractual terms of the financial assets give rise to cash flows that are solely payments of principal and interest on the principal amount outstanding.

After initial recognition, these are measured at amortised cost using the effective interest method. Discounting is omitted where the effect of discounting is immaterial. The Corporation's cash and cash equivalents and receivables fall into this category of financial instruments.

iv Impairment of financial assets

IFRS 9's impairment requirements use more forward-looking information to recognise expected credit losses - the 'expected credit loss (ECL) model'. This replaces IAS 39's 'incurred loss model'. Instruments within the scope of the new requirements included loans and other debt-type financial assets measured at amortised cost and FVOCI, trade receivables, contract assets recognised and measured under IFRS 15 and loan commitments and some financial guarantee contracts (for the issuer) that are not measured at fair value through profit or loss.

Recognition of credit losses is no longer dependent on the Corporation's first identifying a credit loss event. Instead the Corporation considers a broader range of information when assessing credit risk and measuring expected credit losses, including past events, current conditions, reasonable and supportable forecasts that affect the expected collectability of the future cash flows of the instrument.

In applying this forward-looking approach, a distinction is made between:

- financial instruments that have not deteriorated significantly in credit quality since initial recognition or that have low credit risk ('Stage 1') and
 - financial instruments that have deteriorated significantly in credit quality since initial recognition and whose credit risk is not low ('Stage 2').
- 'Stage 3' would cover financial assets that have objective evidence of impairment at the reporting date.
- '12-month expected credit losses' are recognised for the first category while 'lifetime expected credit losses' are recognised for the second category.

Measurement of the expected credit losses is determined by a probability-weighted estimate of credit losses over the expected life of the financial instrument.

Classification and measurement of financial liabilities As the accounting for financial liabilities remains largely the same under IFRS 9 compared to IAS 39, the Corporation's financial liabilities were not impacted by the adoption of IFRS 9. However, for completeness, the accounting policy is disclosed below.

Jobsplus

Notes to the Financial Statements (continued) For the Year Ended 31 December 2020

3. Significant Accounting Policies continued

j. Financial instruments continued

iv Impairment of financial assets continued

The Corporation's financial liabilities include trade and other payables.

Financial liabilities are initially measured at fair value, and, where applicable, adjusted for transaction costs unless the Corporation designated a financial liability at FVTPL.

Subsequently, financial liabilities are measured at amortised cost using the effective interest method except for derivatives and financial liabilities designated at FVTPL, which are carried subsequently at fair value with gains or losses recognised in profit or loss (other than derivative financial instruments that are designated and effective as hedging instruments).

All interest-related charges and, if applicable, changes in an instrument's fair value that are reported in statement of income and expenditure are included within finance costs or finance income.

k. Taxation

Section 34 of the Employment and Training Services Act, exempts the Corporation from any liability for the payment of income tax.

l. Cash and cash equivalents

For the purpose of the statement of affairs and statement of cash flows, cash and cash equivalents comprise cash on hand and demand deposits.

m. Endowment capital

The endowment capital is classified as equity.

n. Provisions, contingent assets and contingent liabilities

Provisions for legal disputes, onerous contracts or other claims are recognised when the Corporation has a present legal or constructive obligation as a result of a past event, it is probable that an outflow of economic resources will be required from the Corporation and amounts can be estimated reliably. Timing or amount of the outflow may still be uncertain. Provisions are measured at the estimated expenditure required to settle the present obligation based on the most reliable evidence available at the reporting date, including risks and uncertainties associated with the present obligation. Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole. Provisions are discounted to their present values, where the time value of money is material.

Any reimbursement that the Corporation can be virtually certain to collect from a third party with respect to the obligation is recognised as a separate asset. However, this asset may not exceed the amount of the related provision.

No liability is recognised if an outflow of economic resources as a result of present obligations is not probable. Such situations are disclosed as contingent liabilities unless the outflow of resources is remote.

Jobsplus

Notes to the Financial Statements (continued) For the Year Ended 31 December 2020

3. Significant Accounting Policies continued

o. Significant management judgement

The Corporation uses its judgement in determining whether an arrangement contains a lease, based on the substance of the agreement and makes assessment whether it is dependant on the use of a specific asset or assets, conveys a right to use the asset and transfers substantially all the risks and rewards incidental to ownership to/from the Corporation.

p. Estimation uncertainty

Information about estimates and assumptions that have the most significant effect on recognition and measurement of assets, liabilities, income and expenses is provided below. Actual results may be substantially different.

i Impairment of non-financial assets

In assessing impairment, management estimates the recoverable amount of each asset or cash-generating units based on expected future cash flows and uses an interest rate to discount them. Estimation uncertainty relates to assumptions about future operating results and the determination of a suitable discount rate (see note 2g).

ii Useful lives of depreciable assets

Management reviews its estimate of the useful lives of depreciable assets at each reporting date, based on the expected utility of the assets. Uncertainties in these estimates relate to technical obsolescence that may change the utility of certain software and IT equipment.

4. Subvention From Consolidated Fund

The Corporation is entitled to a yearly subvention from the Government of Malta. The subventions from consolidated fund were allocated as follows:

	2020	2019
	€	€
Subvention received under recurrent vote 13 item 5876	14,800,000	14,795,483
Subvention received under recurrent vote 13 item 6163	10,000,000	9,897,903
Total	24,800,000	24,693,386

5. (Deficit) from Recurrent Expenditure

The (deficit) from recurrent expenditure is stated after charging:

	2020	2019
	€	€
Staff costs (note 7)	7,645,484	7,414,087
Directors' fees (note 7)	77,342	60,893
Amortisation of intangible assets	79,951	104,921
Depreciation of property, plant and equipment	320,824	548,789
Loss on disposal of property, plant and equipment	33,965	5,428
Auditor's remuneration	3,658	3,540

Jobsplus

Notes to the Financial Statements (continued)

For the Year Ended 31 December 2020

5. (Deficit) from Recurrent Expenditure continued

	2020	2019
	€	€
Total	8,161,224	8,137,658

6. Income from Disability Contribution

The following amounts have been included in the statement of income and expenditure for the reporting periods presented.

	2020	2019
	€	€
Income from disability contribution	341,600	1,348,400

Income from disability contributions comprises income received by virtue of the Disability Quota Contributions in terms of Article 16 of the Persons with Disability (Employment) Act, Chapter 210 Laws of Malta.

As a result of the global pandemic, Jobsplus did not enforce the 2% Quota in relation to the contribution received from employing persons with disability within the workforce, and accordingly income derived from such contribution dropped significantly in 2020.

The contributions received during 2020 amounting to €341,600 (2019: €1,348,400) have been utilised to partly finance the following expenditures.

	2020	2019
	€	€
Contributions towards 'Lino Spiteri Foundation'	1,370,181	1,240,000
Fiscal Incentives for Persons with Disability	470,432	488,844
Inclusive job support for vulnerable persons	88,809	73,379
Total	1,929,422	1,802,223

7. Staff costs

a. Wages and salaries

Payroll costs for the year comprise of the following:

	2020	2019
	€	€
Staff Costs	7,645,484	7,414,087
Board Fees	77,342	60,893
Total	7,722,826	7,474,980

b. Average number of employees

The average number of persons employed by the Corporation during the year was as follows:

7. Staff costs continued

	2020	2019
	No.	No.
Directors	17	15
Employees	318	298
Total	335	313

8. European Social Fund Project Costs

The Corporation is the beneficiary on projects funded under the European Social Fund Cohesion Policy, 2014 - 2020. Funding for these projects is to be provided by the EU (80%) and the Government of Malta (20%). The disbursements on these projects are detailed below:

	2020	2019
	€	€
ESF.01.001 - 'Training for Employment'	857,811	1,169,668
ESF.01.002 - 'Youth Guarantee 2.0'	614,580	795,522
ESF.02.048 - 'The VASTE Programme'	1,310,256	2,085,512
ESF.02.056 - Work Programme Initiative (WPI)	41,057	440,374
MT/2017/AMIF/11.01 - Asylum, Migration and Integration Fund	201,622	94,196
Total	3,025,326	4,585,272

Salaries included in the above costs amounted to €482,114 (2019: €455,685).

9. Lease Liability

	2020	2019
	€	€
Lease Liability on Property	293,842	202,945
Non-current	243,993	154,511
Current	49,849	48,434
Total	293,842	202,945

	Less than one year €	One to five years €	More than five years €	Total €
Maturity Analysis				
31 December 2020	49,849	214,852	29,141	293,842

Jobsplus
Notes to the Financial Statements (continued)
For the Year Ended 31 December 2020

9. Lease Liability continued

	Less than one year €	One to five years €	More than five years €	Total €
31 December 2019	48,434	115,002	39,509	202,945

10. Intangible Assets

The carrying amounts of the Corporation's computer software are as follows:

	Computer software €	Total €
Cost		
At 1 January 2019	657,189	657,189
Additions	59,712	59,712
At 31 December 2019	716,901	716,901
At 1 January 2020	716,901	716,901
Additions	49,808	49,808
Disposals	(157)	(157)
At December 2020	766,552	766,552
Amortisation		
At 1 January 2019	504,744	504,744
Charge for the year	104,921	104,921
At 31 December 2019	609,665	609,665
At 1 January 2020	609,665	609,665
Charge for the year	79,952	79,952
At 31 December 2020	689,617	689,617
Carrying Amounts		
At 31 December 2019	107,236	107,236
At 31 December 2020	76,935	76,935

Jobsplus
Notes to the Financial Statements (continued)
For the Year Ended 31 December 2020

11. Property, plant and equipment

Property, plant and equipment comprise right of use of property, improvements, motor vehicles, computer and electronic equipment and furniture and fittings. The carrying amounts can be analysed as follows:

	Right of Use Asset €	Building Improvements €	Furniture and fittings €	Motor Vehicles €	Computer and office equipment €	Total €
Cost						
Opening balance	444,976	2,058,516	702,227	233,491	2,843,308	6,282,518
Additions	136,410	38,271	14,761	19,800	141,109	350,351
Disposals	-	(134,693)	(4,263)	-	(43,551)	(182,507)
Balance at 31 December, 2020	581,386	1,962,094	712,725	253,291	2,940,866	6,450,362
Depreciation						
Opening balance	(277,621)	(1,172,349)	(590,789)	(127,264)	(2,511,082)	(4,679,105)
Disposals	-	67,073	3,864	-	42,654	113,591
Depreciation	(61,308)	(75,402)	(26,131)	(32,497)	(125,486)	(320,824)
Balance at 31 December, 2020	(338,929)	(1,180,678)	(613,056)	(159,761)	(2,593,914)	(4,886,338)
Carrying amount						
At 1 January, 2020	167,355	886,167	111,438	106,227	332,226	1,603,413
At 31 December, 2020	242,457	781,416	99,669	93,530	346,952	1,564,024

Jobsplus

Notes to the Financial Statements (continued)

For the Year Ended 31 December 2020

12. Property, Plant and Equipment - ESF Projects

Property, plant and equipment ESF Projects comprise improvements, computer and electronic equipment and furniture and fittings. The carrying amounts can be analysed as follows:

	Improvements €	Computer & Office Equipment €	Furniture & Fittings €	Total €
Cost				
Opening balance	800,623	343,605	87,454	1,231,682
Additions	-	-	635	635
Disposals	-	(476)	(3,021)	(3,497)
Balance at 31 December, 2020	800,623	343,129	85,068	1,228,820
Depreciation				
Opening balance	(380,511)	(329,572)	(75,314)	(785,397)
Disposals	-	476	3,022	3,498
Depreciation	(32,025)	(4,438)	(2,497)	(38,960)
Balance at 31 December, 2020	(412,536)	(333,534)	(74,789)	(820,859)
Carrying amount				
At 1 January, 2020	420,112	14,033	12,140	446,285
At 31 December, 2020	388,087	9,595	10,279	407,961

Since 2007, the Corporation has been the beneficiary for eleven (2019: eleven) projects involving property, plant and equipment funded under European Social Fund Cohesion Policy and under the European Regional Development Fund (ERDF). Funding for projects for the period 2007-2013 was provided by the European Union (85%) and the Government of Malta (15%). For the period 2014-2020, funding for projects is to be provided by the EU (80%) and the Government of Malta (20%).

13. Inventories

	2020	2019
	€	€
Stationery and consumables	26,486	19,806
Total	26,486	19,806

Jobsplus

Notes to the Financial Statements (continued)

For the Year Ended 31 December 2020

14. Trade and other receivables

	2020	2019
	€	€
Trade receivables	994,290	784,784
Other receivable	1,307,049	403,691
Financial assets	2,301,339	1,188,475
Prepayments	44,180	241,917
Trade and other receivables	2,345,519	1,430,392

The carrying value of receivables is considered a reasonable approximation of fair value.

15. Cash and cash equivalents

Cash and cash equivalents for the purpose of the cash flow statement are as follows:

	2020	2019
	€	€
Cash on hand	5,789	5,740
Bank balances	6,470,394	8,706,758
Cash and cash equivalents	6,476,183	8,712,498

The Corporation did not have any restrictions on its cash in hand and at bank at year end.

16. Endowment Capital

In accordance with Section 19(1) of the Employment and Training Services Act, 1990, the endowment capital of the Corporation is €582,343.

17. Deferred Grants

	Youth Guarantee	ESF 3.59 - NISTA	ESF 3.1114 - ESEP	ESF 3.113 - ESPD	ESF 3.60 - YEP	ESF 2.4 - EP	ERDF 08	ERDF 04/5	ESF 2.65 - TAF	ESF 3.64 - EAP	Total
Cost	€	€	€	€	€	€	€	€	€	€	€
At 1 January 2019	2,832	11,536	914	2,391	74,061	14,215	7,713	590,809	8,846	6,440	232,450
Additions	-	777	-	-	-	-	-	-	-	-	777
At 31 December 2019	2,832	12,313	914	2,391	74,061	14,215	7,713	590,809	8,846	6,440	233,227
At 1 January 2020	2,832	12,313	914	2,391	74,061	14,215	7,713	590,809	8,846	6,440	233,227
Additions	-	635	-	-	-	-	-	-	-	-	635
At 31 December 2020	2,832	12,948	914	2,391	74,061	14,215	7,713	590,809	8,846	6,440	233,862
Depreciation											
At 1 January 2019	709	3,007	914	2,196	52,646	14,215	7,713	365,633	8,846	6,440	743,026
Transfer to Income Statement	708	2,517	-	65	3,580	-	-	17,321	-	-	43,915
At 31 December 2019	1,417	5,524	914	2,261	56,226	14,215	7,713	382,954	8,846	6,440	786,941
At 1 January 2020	1,417	5,524	914	2,261	56,226	14,215	7,713	382,954	8,846	6,440	786,941
Transfer to Income Statement	708	2,580	-	65	3,579	-	-	17,321	-	-	38,959
At 31 December 2020	2,125	8,104	914	2,326	59,805	14,215	7,713	400,275	8,846	6,440	825,900
Net Book Value											
At 31 December 2020	707	4,844	-	65	14,256	-	-	190,534	-	-	407,961
At 31 December 2019	1,415	6,790	-	130	17,835	-	-	207,855	-	-	446,287

Since 2007, the Corporation has been the beneficiary for eleven (2019: eleven) projects involving property, plant and equipment funded under the European Social Fund Cohesion Policy and under the European Regional Development Fund (ERDF). Funding for projects for the period 2007-2013 was provided by the EU (85%) and the Government of Malta (15%). For the period 2014-2020, funding for projects is to be provided by the EU (80%) and the Government of Malta (20%). The grants received are being deferred and released to the statement of income and expenditure yearly over the useful lives of the assets.

Jobsplus Notes to the Financial Statements (continued) For the Year Ended 31 December 2020

18. Trade and other payables

	2020	2019
	€	€
Trade payables	1,399,609	1,321,851
Accruals	1,369,915	1,553,284
Total	2,769,524	2,875,135

The carrying value of receivables is considered a reasonable approximation of fair value.

19. Adjustments and Net Changes in Working Capital

The following non-cash flow adjustments and net changes in working capital have been made to the (deficit) income on recurrent expenditure and European Social Fund projects for the year to arrive at operating cash flow:

	2020	2019
	€	€
Adjustments:		
Depreciation charge of property, plant and equipment	359,784	356,905
Interest on lease liability	19,173	14,460
Amortisation of intangible assets	79,952	104,921
Release of grant on property, plant and equipment ESF projects	(38,959)	(43,915)
Loss on disposal of property, plant and equipment	33,965	5,428
Total adjustments	453,915	437,799
Net changes in working capital:		
Change in inventories	(6,680)	919
Change in receivables	(915,127)	1,096,310
Change in payables	(105,611)	207,020
Total net changes in working capital	(1,027,418)	1,304,249

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Notes to the Financial Statements (continued)

For the Year Ended 31 December 2020

20. Risk Management Objectives and Policies

The Corporation is exposed to credit risk, liquidity risk and market risk through its use of financial instruments which result from both its operating and investing activities. The Corporation's risk management is coordinated by the Board of Directors and focuses on actively securing the Corporation's short to medium term cash flows by minimising the exposure to financial risks.

The most significant financial risks to which the Corporation is exposed to are described below. See also note 20(e) for a summary of the Corporation's financial assets and liabilities by category.

a. Credit risk

The Corporation's exposure to credit risk is limited to the carrying amount of financial assets is recognised at the end of the reporting periods, as summarised below:

	2020	2019
	€	€
Trade and other receivables	2,301,339	1,188,475
Cash and cash equivalents	6,476,183	8,712,498
	8,777,522	9,900,973

The Corporation continuously monitors defaults of its counterparty receivables, identified either individually or by group, and incorporate this information into its credit risk controls. The Corporation's policy is to deal only with creditworthy counterparties.

The Corporation's management considers that the above financial assets that are not impaired for each of the reporting dates under review are of good credit quality, including those that are past due.

None of the Corporation's financial assets is secured by collateral or other credit enhancements.

The credit risk for liquid funds is considered negligible, since the counterparties are reputable banks with high quality external credit ratings.

b. Liquidity risk

The Corporation's exposure to liquidity risk arises from its obligations to meet its financial liabilities, which comprise payables, accruals and provisions (see note 18). Prudent liquidity risk management includes maintaining sufficient cash and committed credit facilities to ensure the availability of an adequate amount of funding to meet the Corporation's obligations when they become due.

The Corporation manages its liquidity needs through cash flow forecasts by carefully monitoring expected cash inflows and outflows on a daily basis. Except as described below, the Corporation's liquidity risk is not deemed to be significant in view of the matching of cash inflows and outflows arising from expected maturities of financial instruments, as well as the Corporation's reliance on funding available from the Government of Malta. Included within financial liabilities are amounts totalling €781,494 (2019: €748,274) representing funds provided by the Government over a number of years to cover various schemes and projects. Should payment of these amounts be requested, the Corporation might require additional funding in order to cover its financial liabilities as these fall due.

The Corporation's financial liabilities at the reporting dates under review are all short term and their contractual maturities fall within one year (see note 18).

c. Foreign currency risk

The Corporation transacts in euro and therefore the Corporation has no exposure to foreign currency risk.

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Notes to the Financial Statements (continued)

For the Year Ended 31 December 2020

20. Risk Management Objectives and Policies continued

d. Interest rate risk

The Corporation is exposed to interest rate risk on its bank balances at variable rates.

The Corporation does not expect significant shifts in the interest rates in the next 12 months. Based on current market conditions a change of +/- 25 basis points in the market interest rates is considered possible. Consequently the effect on the results of the Corporation resulting from a change in the cash returns derived from variable short-term assets would be considered negligible.

e. Summary of financial assets and liabilities by category

The carrying amounts of the Corporation's financial assets and liabilities as recognised at the end of the reporting periods under review may also be categorized as follows. See note 3(j) for explanations about how the category of financial instruments affects their subsequent measurement.

	2020	2019
	€	€
Current assets		
Financial assets measured at amortised cost:		
Receivables (note 14)	2,301,339	1,188,475
Cash and cash equivalents (note 15)	6,476,183	8,712,498
	8,777,522	9,900,973
Current liabilities		
Financial liabilities measured at amortised cost:		
Payables (note 18)	2,769,524	2,875,135

21. Capital Management Policies and Procedures

The Corporation was set up on 3 August 1990 through the Employment and Training Services Act. In addition to the initial endowment capital introduced by means of the requirements of Section 19(1) of the Act, amounting to €582,343, the Corporation receives annual subventions from the consolidated fund as approved by Parliament through its recurrent vote.

The Corporation monitors the level of debt, which includes payables less cash and bank balances against total capital on an ongoing basis. The Board of Directors considers all funding received from the Government and income from other sources and in order to maintain its capital, adjusts the level of expenditure in line with the funds made available to the Corporation.

22. Commitments

	2020	2019
	€	€
Purchase of property, plant and equipment	5,902	5,902
Employment and training initiatives	1,191	1,191
Other recurrent expenditure	13,490	13,490
	20,583	20,583

The Corporation's committed expenditure represents commitments to purchase property, plant and equipment, expenditure on employment and training initiatives and other recurrent expenditure.

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Notes to the Financial Statements (continued)

For the Year Ended 31 December 2020

23. Contingent Liabilities

The Corporation presently has court cases pending against it, for which no provision has been made in the financial statements since the outcome of such claims and damages is still unknown. Based on the information available to date, the Corporation is not expecting any significant damages to be borne by the Corporation and accordingly no provision is deemed necessary by the Board of Directors.

24. Ultimate Controlling Party

The equity of the Corporation is held entirely by the Government of Malta.

25. Post Reporting Date Events

There were no adjusting or significant non-adjusting events which occurred between the end of the reporting period and the date of authorisation by the Board.

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For the Year Ended 31 December 2020

Schedules

Programmes & Initiatives

	2020	2019
	€	€
Employment and training initiatives	325,565	537,136
EU Projects related Expenditure	468,168	6,562
Community Work Scheme	12,490,437	11,794,440
Work Programme	237,699	15,186
Data Document Management	1,019,305	1,218,770
Contribution towards Lino Spiteri Foundation	1,370,181	1,240,000
Inclusive Support	88,810	73,379
Persons with Disability Fiscal Incentive	470,432	488,844
Total Training Programme	16,470,597	15,374,317

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For the Year Ended 31 December 2020

Notes

Schedules (continued)

Other Recurrent Expenditure

	2020	2019
	€	€
Staff Costs	7,645,484	7,414,087
Board Fees	77,342	60,893
Staff training	96,207	157,467
Childcare expenses	95,886	56,899
Telework expenses	23,480	12,947
Uniforms	4,872	3,954
Rent payable	98,805	39,603
Licences and permits	13,486	11,907
Insurance	68,021	66,635
Water and electricity	59,975	76,427
Cleaning	199,908	182,370
Repairs and maintenance	154,516	162,055
Office supplies	82,296	96,215
Marketing and advertising	306,282	303,909
Postage and telecommunications	259,748	238,615
Security	108,376	74,206
Medical expenses	4,595	3,161
Transport expenses	325,122	293,356
Travelling and accomodation	67,316	109,128
Professional Fees	358,343	335,399
Audit Fee	3,658	3,540
Financial charges	41,612	30,457
Staff welfare	13,839	22,845
General expenses	6,135	18,490
Amortisation of intangible assets	79,951	104,921
Depreciation of property, plant and equipment	259,516	271,168
Depreciation - right of use asset	61,308	41,822
Loss on Disposal - Finance Unit	33,965	5,428
Call centre expenses	219,832	143,255
Research	13,693	54,771
Total Other Recurrent Expenditure	10,783,569	10,395,930



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