COUNTRY FICHE: MALTA

PES NAME: The Employment and Training Corporation (ETC)

Basic organisational model

Type of organisation/relation to government

ETC is a body corporate with a distinct legal personality, which is not directly subject to government control.

Structure and organisational levels

- Head office in Hal Far;
- 6 regional offices.

Management structures and the role of social partners

- Management: the affairs and business of the Corporation are the sole responsibility of the Board of Directors and executive management of the Corporation.. Board members are appointed by the Minister for Education, Employment and the Family, who also determines the functions to be performed by ETC.
- Supervision: the Corporation is accountable to the Minister responsible for Employment and is under the obligation to provide information, if requested.
- Social partners: the ETC Board of Directors includes representatives from the various stakeholder groups and social partners.

Financing model

PES financing by source, Euro (million)

	Expenditure (EUR million)						Change 2010-2011 (%)		
	2010			2011 (forecast)					
Source of funding (%)	Total Budget	Operating costs	ALMP	Total Budget	Operating costs	ALMP	Total Budget	Operating costs	ALMP
Total	7,6 (100%)	2,8 (100%)	4,8 (100%)	14,2 (100%)	3,0 (100%)	11,2 (100%)	87%	8%	133%
Social security contributions									
Government and other public funding	50%-95%			50%-95%					
ESF	5%-50%			5%-50%					
Other EU Funding									
EURES									
PES own revenues									
Other									

Human resources

PES human resources. Date of observation: February 2011

	Number of staff	% directly servicing clients
Total	**227**	64%
Head office	25	16%
Regional offices	23	100%
Other offices/services	179	66%

Note: Other offices/services includes: Employment Services, Training Services, Business Development Divisions and Employment License Unit.

Integration of employment services and benefit payments

Unemployment and related benefits

- Benefit provision is managed by the Department of Social Security. ETC may receive benefit applications and provides information on continued eligibility. Potential recipients of unemployment benefits are obliged

to register with the PES. Registered unemployed jobseekers are required to renew their registration once a week through a biometric system.

Other social benefits

- Routine contact with registered unemployed persons may also include contact with persons who may be in receipt of other types of social protection benefits. Nevertheless, this information is not readily available to the PES. Whenever such information is needed for the purpose of a specific exercise, a data request is made from the Department of Social Security.

Clients/Customers

Jobseekers. Date of observation: December 2010

Jobseeker client group	Number	%
Total	**6.606**	
Youth	265	19%
Adults	5.341	81%
Of which: Long-term unemployed	2.615	40%
Persons with disability	444	7%
Ex-substance abusers	202	3%
Ex-convicts	147	2%

Further breakdowns are typically applied to monitored unemployed persons: gender; age; duration of unemployment; disability; occupational preferences; educational level; benefit recipients. Interestingly, ethnicity is not considered a relevant dimension by ETC. As far as persons with disability are concerned, the Maltese PES quotes only their quantity, but the nature of their disability is not recorded.

Employers

"Employer customers" are deemed to be all employers who are registered with the Corporation. The PES categorises its employers by size and NACE code. The PES is made up of a number of divisions, each of which services the different employers' needs.

Date of observation: December 2010

Employer customer group	Number	%
Total	40.325	
Micro (less than 10 employees)	37.963	94%
Small (less than 50 employees)	1.826	5%
Medium (less than 250 employees)	453	1%
Large	83	0%

Other clients

- Members of Parliament vis-à-vis Parliamentary Questions that are forwarded to the PES;
- The National Statistics Office for the generation of statistics pertaining to the services of the Corporation;
- The General Public requesting information under Malta's Freedom of Information Act;
- Social partners through regular consultation and ad hoc requests in their area of expertise.

Types and methods of service provision

Services for jobseekers

- Registration for work through personal registration at Valletta Access;
- Profiling, Personal Action Plans and follow-ups by face-to-face interviews available for all registered jobseekers. Services for persons with special needs offered in partnership with the National Commission for Persons with Disabilities and other NGOs;
- Job skills counselling, job search seminars and job clubs through group coaching sessions, provided to all jobseekers needing personalised assistance or at risk of becoming long-term unemployed;
- Web-based services such as CV downloading, job vacancies search and information on training courses available to all. The EURES Malta Website provides online information on job and learning opportunities in

other European countries;

- ETC is also responsible for managing state-financed vocational training schemes directly.

Services for employers

- Information on vacancies and job brokerage via the internet or emails;
- Specific recruitment services and candidates' pre-selection;
- Services to facilitate the employment of third-country through the EURES network and through the grant of Employment Licences for all employers who meet specific requirements;
- Job and training fairs.

Job vacancies and market share

Collecting information on job vacancies

Employers notify their vacancies to ETC on a voluntary basis. ETC has regular contacts with employers on the phone, by email, in personal face-to-face meetings and through group presentations and seminars. Several recruitment exercises, open days, and job fairs are organized to enable employers to find the most suitable candidates for vacant posts. A workshop for private recruitment agencies was also organised in order to help ETC to better understand the needs of employers.

Vacancies and referrals

2010: total of 9.477 vacancies of which 4.043 were successfully filled by ETC. This implies a placements-to-vacancies ratio of 42,7% for 2010.

Matching of supply and demand

ETC does not perform a periodical evaluation of jobseeker's skills vis-à-vis vacancies notified.

Market share

N/A

Active labour market policies

LMP Services

Name of service	Brief description	Delivery
Registration	Registration for work means that the jobseeker is ready to take active steps to improve his or her employability.	In-House.
Guidance and counselling	Jobseekers registering for employment are offered guidance and counselling service.	In-House.
Placements	Direct placements involve the submission of jobseekers to employers by employment advisors and job centre staff. Indirect placements result from information submitted by employers and jobseekers.	In-House.
Training	Training is part of the lifelong learning process and has become fundamental in order to constantly upgrade one's skills.	In-House.
Vacancy Profiling	It offers the facility to open vacancies with the ETC.	In-House.
Apprenticeships	Apprenticeships may mitigate the drop in the labour market integration of school leavers and prepare young people with valuable occupational skills.	External.
Youth Employment Programme	The programme is envisaged to include career guidance and psychological services; occupational therapy services.	In-House and External.

LMP Measures

Name of measure	Category	Brief description	Delivery
Employability Programme	2	This service is provided through the Employability Programme Job Search Assistance (JSA).	External.
Training Aid Framework	2	It supports undertakings through the provision of training to the workforce.	External.
Work Trial Scheme	4	It gives jobseekers an opportunity to gain work experience from a real place of work.	External.
Community Work Scheme	4	It implies 780 hours of community work and participants are required to work for 30 hours a week.	External.
Employment Aid Programme	4	It contributes to the integration of disadvantaged persons in the labour market.	External.
Bridging the Gap Scheme	5	Support to a client in the transition period from unemployment to employment.	External.
INT Scheme	7	One stop entrepreneurship programme aimed at promoting an enterprise culture among those who are interested in taking up self-employment.	In-House and External.

Cooperation/partnership

The Community Work Scheme involves partnerships with local councils to provide ETC clients with possible work exposure. An intermediate Bodies Steering Committee (IBSC) is also organized for the Employment Aid Programme and the Training Aid Framework, the main function of which is to steer and monitor implementation. Amongst other functions, the IBSC proposes, when necessary, any recommendations to improve the management and implementation of the aid schemes. The Corporation works in partnership with NGOs providing specialised services to persons with intellectual disabilities, persons with mental health problems and substance abusers. These specialised NGOs provide services to ETC clients, and the Corporation pays for these services on a performance basis.

Evaluation

The Corporation carries out evaluation studies on its ALMP measures on an ad hoc basis. The findings from evaluation exercises always feed policy development.

Management logic and performance measurement

Planning process

PES targets are developed following a consultation exercise that ropes in various government departments and entities as well as a number of stakeholders. The Line Ministry informs the Chief Executive Officer of the draft targets and objectives that the PES must contribute towards. These targets and objectives are discussed at management level and new measures or amendments to current initiatives are presented to the Board of Directors. Following approval by the Board of Directors, these measures are communicated back to the Line Ministry for their information and approval. On this basis, the ETC draws up three-year Business Plans.

Types of objectives and targets

The objectives for the three year period of the Business Plan 2009-2011 are:

- To increase ETC's capture of vacancies;
- To increase ETC's placement of jobseekers in employment;
- To increase the number of low-skilled jobseekers who undergo training in basic skills;
- To ensure that a personal action plan is jointly drawn up and agreed to with every young jobseeker within a given time-frame;
- To ensure that a personal action plan is jointly drawn up and agreed to with every adult jobseeker within a given time-frame;
- To ensure that each registered unemployed is placed on an active measure within a given time-frame;
- To increase the number of disadvantaged jobseekers who are put on active measures every year;
- To increase the proportion of long-term unemployed on active measures;
- To increase the number of non-registrants who are trained;
- To increase the number of persons who make use of training grants each year;

- To increase the number of infringements identified;
- To increase the number of strike-offs upheld by the National Employment Authority;
- To increase women's share of ETC short courses;
- To increase women's share of apprenticeships.

Monitoring

Monitoring of targets is carried out on a monthly basis based on statistics and management reports. ETC is requested to provide an update on the progress being made on the activities that it is implementing as part of the National Reform Programme. In addition to this, an examination of the progress made in reaching targets set out in the national budget document for the previous year is also conducted before re-defining and setting new measures.

Lean management

No lean management processes are reported.