

Employment & Training Corporation Annual report 2010



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This Annual Report covers the Financial Year starting on 1st January 2010 and ending on 31st December 2010.

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Board of directors



Chairperson: Dr Sandra Sladden

Deputy Chairperson: Mr Natalino Caruana De Brincat

Directors

Ms Marvic Attard

Ms Greta Bugeja

Mr Joseph Camilleri

Mr Louis Cuschieri

Mr Joe Farrugia

Mr George Galea

Ms Philo Meli

Mr James Pearsall

Ms Lara Tonna

Board Secretary: Mr William Spiteri

Chairperson's foreword

The year 2010 saw a marked improvement in the labour market situation that mirrored positive development in the economic sphere. ETC implemented a variety of labour market measures to mitigate the adverse spill-over effects on our labour market. The number of job losses due to redundancies decreased significantly indicating that the local market weathered the international economic storm well and is recovering from the downturn of 2009. Last year ETC experienced a larger number of vacancies and a large drop in the number of registered unemployed persons. While the unemployment rate in the European Union in December 2010 stood at 9.6%, in Malta it stood at 6.2% - 1.1% lower than the year before.

ETC is always looking for new ways on how to provide a more efficient service. With its commitment to deliver quality, during 2010 ETC continued to improve and develop its employment services. More than 4000 jobseekers were placed in employment due to better profiling of clients, ongoing tracer studies and follow-ups with both employers and jobseekers. ETC believes in taking a pro-active role and a new Personalised Recruitment Service was introduced for employers to offer them a holistic job placement service, ranging from promotion of vacancies to scheduling of interviews. In order to provide a better service to jobseekers, employment services started being offered over extended hours and

new job centres were established in Qawra and Birkirkara, in addition to our long-established job centres in Valletta, Mosta, Birgu and Gozo.

ETC's incessant drive to assist the most vulnerable people into the labour market bore its fruit. The Employment Aid Programme launched in 2009 proved to be an effective means of assisting disadvantaged persons to integrate into the labour market. Since its launch, 2,350 applications were received. The Community Work Scheme and the Work Trial Scheme also proved to be effective means of work-exposure opportunities for the long-term unemployed and disadvantaged jobseekers to enter the labour market.

ETC implemented a number of initiatives in 2010 that assist youth jobseekers. Among these was the launch of the Youth Employment Programme which aims to increase the employability and labour market integration of young people, particularly young jobseekers who do not pursue post-secondary education. Apprenticeships continued to be fostered by ETC and its success is reflected in the growing number of employers who are seeking to employ persons qualified through our apprenticeship scheme.

We intensified our efforts to provide training programmes for jobseekers and persons in employment seeking to upgrade their skills. The completion of a new block at our Hal Far Training Centre, funded through the European Regional Development Fund (ERDF), increased our



training capacity so much so that last year, 13,679 persons attended ETC training programmes, a figure which is more than double than that achieved in 2009.

Last year, ETC celebrated its 20th anniversary. ETC's performance and growth over the past 20 years is testament to the dedication, clear strategy and vision of all those involved in ETC over the years. On its 20th birthday, ETC also welcomed on board a new CEO, Mr. Claudio Farrugia, whose commitment and enthusiasm will surely be reflected in ETC's performance in the coming years.

Finally, I would like to thank the Prime Minister Dr. Lawrence Gonzi and Minister Dolores Cristina for their continuous direction and support to fulfill our ambitions.

I also extend my gratitude to the ETC Board of Directors, management and employees, stakeholders and Ministry staff for their efforts and commitment throughout the year 2010, without which the results outlined in this Annual Report would not have materialised.

A handwritten signature in blue ink, which appears to read 'S. Sladden'. The signature is fluid and cursive.

Dr Sandra Sladden
Chairperson



Employment services

The Employment Services forms one of the main pillars of the Corporation and over time a myriad of services have been developed to address the needs of jobseekers as well as those of employers. During 2010, ETC continued to improve and develop its employment services.

REGISTRATION SERVICE

Between January and December, a total of 14,806 unique jobseekers utilised the registration services (Parts 1, 2 and 3), totalling 29,779 registrations (one person may register more than once during the same year). Of these jobseekers, 4,263 were new service users (jobseekers who used ETC's services for the first time).

PERSONAL ACTION PLANS

Once a person is eligible to register on Part 1, s/he is allocated a personal employment advisor who will be the main contact person during the period of registration. During the second interview with the personal employment advisor, jobseekers are further

profiled and a personal action plan is developed. Jobseekers are then periodically called in by their employment advisor to discuss progress towards achieving goals and tasks in the personal action plan.

Between January and December 2010, a total of 4,091 new personal action plans were developed, 3,875 Malta and 216 Gozo. These were in addition to 20,695 action plan reviews and follow-ups, 19,925 Malta and 770 Gozo. As a result of the action plans, 24,786 persons were referred for training.

JOB VACANCIES AND PLACEMENTS

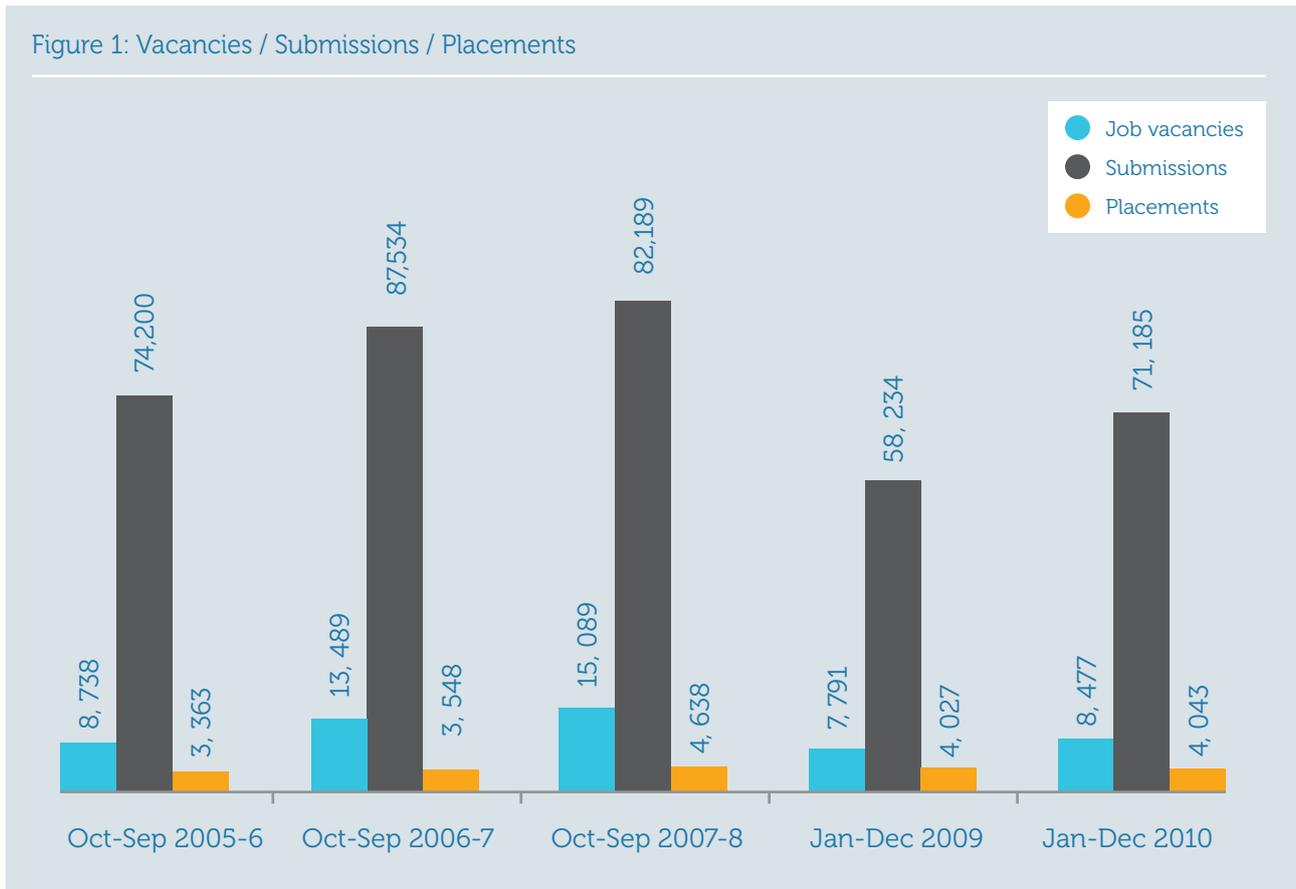
Table 1 below shows the number of job vacancies notified to ETC, and the number of submissions and placements made by the Corporation.

Table 1: Placements / Vacancies / Submissions over 6 years

	Oct to Sep		Oct to Dec		Jan to Dec		
	2005-6	2006-7	2007-8	2009	Malta	Gozo	Totals
Placement Services							2010
Job Vacancies	8,738	13,489	15,089	7,791	8,752	725	9,477
Submissions	74,200	87,534	92,168	58,234	69,201	1,994	71,195
Placements	3,363	3,548	4,638	4,027	3,785	258	4,043
Placement to Vacancies Ratio	38%	26%	31%	52%			43%
Placements							
Private Sector	2,358	2,400	3,182	2,893			2,426
Public Sector	1,005	1,148	1,456	1,134			1,617

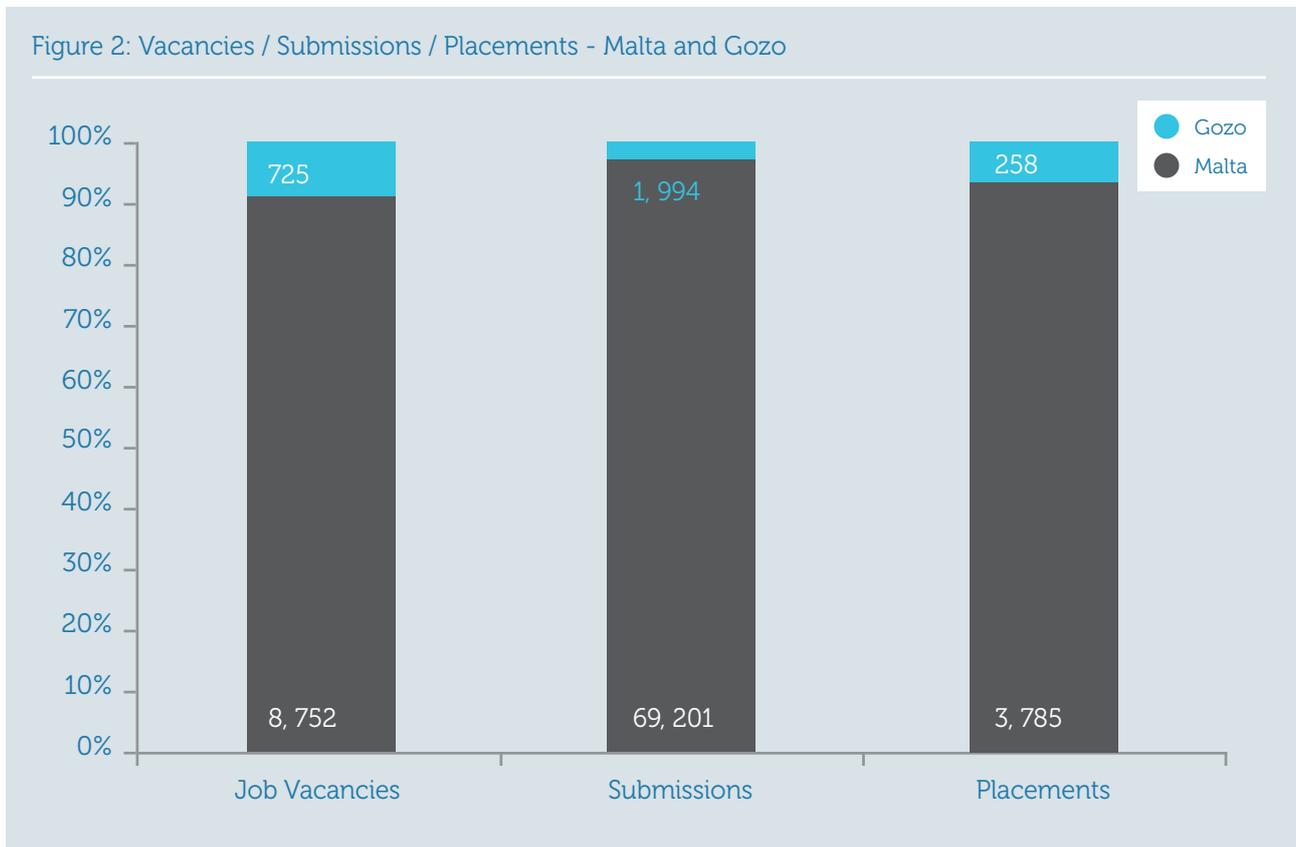
In 2010, 8,057 or 85% of all job vacancies registered with ETC came from the private sector while 1,420, or 15%, originated from public entities.

Figure 1: Vacancies / Submissions / Placements



During 2010, 4,043 persons, (3,785 in Malta and 258 in Gozo), were placed in employment.

Figure 2: Vacancies / Submissions / Placements - Malta and Gozo





METHODOLOGY OF PLACEMENTS

Placements were carried out in both direct and indirect manner. Direct placements, which involved submission of jobseekers to employers by employment advisors and job centre staff, stood at 33% of total placements.

The balance of 67% are termed indirect placements and resulted from feedback submitted by employers and jobseekers that the placement was filled through an ETC service, such as CV search, website vacancy search, auto mailer and job banks. The increase in indirect placements reflected a rise in the use of ETC online services, whose quality and promotion were greatly improved. The quality of placements is measured by how long registered jobseekers placed in employment actually remain in employment. This measure is set at one year after the placement takes place.

OBJECTIONS

Clients that are struck off the unemployment register may lodge an objection. During 2010, a total of 2,338 objections were registered. Of these, 62% were decided in favour of the client and therefore, the client was re-instated. 35% were decided in favour of ETC and 3% were still in progress as at December 2010.

ADDITIONAL ACTIVITIES

Personalised Recruitment Service

During 2010, ETC introduced a new service to employers – Personalised Recruitment Service (PRS). The objective of PRS is to offer the employer a holistic job placement service, including promotion of vacancies, receipt of applicants' CVs, pre-selection, setting up of interviews and attending for interviews when and where required.

Employers using ETC Services

During 2010, a total of 2,036 employers used ETC services, of whom 632 used the Corporation's services for the first time.

Liaising with other Government Departments

ETC constantly liaises with other Government Departments in a bid to smoothen business process between departments and to enhance such communication channels. During 2010, an exercise was held with the Tax Compliance Unit (TCU) in which registrants were checked for possession of tags – such as the ADT tag, whether they were registered



as Directors, have an active VAT number and/or have active an Trade Licence. These clients were duly informed and requested to regulate their position.

Employment Advisory Unit

The employment advisory unit's contact hours were extended to enable advisors to meet their clients also in the afternoon. Furthermore, various information sessions with different themes were held during the year targeting different audiences.

Motivation Seminars

In 2010, two motivation seminars were once again held for both adult and youth groups. The aim of these seminars is to increase jobseeker motivation to find employment. In these seminars, employers from different sectors participate to guide jobseekers as to the employers' expectations and therefore give jobseekers a glimpse into the employers' requirements.

During the same year, a number of other activities were also carried out, including various information sessions targeting various client groups. Information sessions give us an opportunity to meet with clients and discuss relevant issues in groups.

In June 2010 a new job centre was opened in Qawra. This is open to the public on Tuesday's and Thursday's. The B'Kara Job Centre was also inaugurated and is now open to the public also on Tuesday's and Thursday's. These new job centres are in addition to the corporation's job centres in Valletta, Mosta, Birgu and Gozo.

Budget 2009/2010 initiatives

Following the November 2009 Budget Speech, the childcare subsidy scheme was increased to EUR 1.50/hr with effect from January 2010. Moreover, it is also offered to those persons who need care for the elderly. The aim of the increase in the subsidy rate is to encourage and attract more women into life-long learning and thereby increase female participation in the local labour market.

Labour market development

FULL-TIME EMPLOYMENT

According to the latest published figures by the National Statistics Office the gainfully occupied population stood at 147,067 at the end of September 2010, an increase of 1,885 when compared with 145,182 gainfully employed in September 2009.

This 2% increase, came from the private sector, namely the real estate, renting & business activities, other community social & personal service and wholesale & retail trade. Employment in manufacturing also increased when compared with the preceding year, primarily driven by chemical products and rubber & plastic products sectors. On the other hand, the sectors covering construction, transport, storage and communication and hotels and restaurants registered a decrease.

PART-TIME EMPLOYMENT

In September 2010 the number of employees whose primary job was part-time stood at 29,680. This was a 7.4%, or 2,046, increase on the level of September 2009.

UNEMPLOYMENT

Registered unemployed persons decreased by 1,074 persons over the period December 2009 and 2010. The increase in unemployment in 2009 was mainly due to the worldwide economic crises that affected employment in the Maltese Islands as well. The drop during 2010 can be attributed to an increase in the economic activity towards the first quarter of 2010. Unemployment in Gozo stood at 709, reflecting 10.7% of total unemployment. Between December 2010 and December 2009 unemployment among men decreased by 770, or 12.9%, while that for women dropped by 304, or 17.9%

Table 3 shows the registered unemployed by duration. In the past year, all sections registered a decrease with the biggest drop in the number of jobseekers registering between 25 and 52 weeks, which went down by 375.

The drop during 2010 can be attributed to an increase in the economic activity towards the first quarter of 2010

Table 2: Malta & Gozo

by Gender (Part1&2)	Dec-06	Dec-07	Dec-08	Dec-09	Dec-10
Males	5,544	4,684	5,004	5,986	5,216
Females	1,617	1,488	1,369	1,694	1,390
Total	7,161	6,172	6,373	7,680	6,606

Table 2 shows a breakdown by age group of those registering for employment.

Table 3: Unemployment by Age Group (Part 1 & 2)

Age Group	Dec-06	Dec-07	Dec-08	Dec-09	Dec-10
16 - 19 years	823	596	533	701	502
20 - 29 years	2,012	1,534	1,535	1,785	1,488
30 - 39 years	1,471	1,356	1,410	1,656	1,427
40 - 49 years	1,574	1,457	1,477	1,689	1,434
50 years & Over	1,281	1,229	1,418	1,849	1,755

Table 3 shows the registered unemployed by duration. In the past year, all sections registered a decrease with the biggest drop in the number of jobseekers registering between 25 and 52 weeks, which went down by 375.

Table 4: Unemployment: Duration of registration

	Dec-06	Dec-07	Dec-08	Dec-09	Dec-10
Weeks					Part 1 & 2
0 - 8 weeks	1,768	1,521	1,524	1,815	1,558
9 - 16 weeks	1,088	1,033	1,001	1,154	1,034
17 - 24 weeks	566	554	667	763	605
25 - 52 weeks	1,154	807	1,008	1,398	1,023
53 weeks & Over	2,585	2,257	2,173	2,550	2,386



Prime Minister Lawrence Gonzi
visiting the ETC Training Complex

Training services

TRAINING PROGRAMMES

During 2010, a new state-of-the-art block of classrooms was completed to increase ETC's capacity to handle more courses. This project was funded through the European Regional Development Fund (ERDF) and complements an earlier project which also sought to increase ETC's capacity by adding more training rooms.

Over 100 different training programs and initiatives, ranging from basic skills to advanced training programmes and funded through the European Social Fund (ESF) Employability Programme, indicate ETC's continued commitment towards enhancing the employability of individuals.

PARTICIPATION IN TRAINING

The total number of participants in ETC courses organised during 2010 was 12,685 in Malta and 994 in Gozo, in total 13,679, more than double the number of persons who participated in 2009. A total of 9,440 were men while 4,239 were women, the latter signifying an increase of over 200% on 2009 figures.

The largest age group participating in training was in the 25 to 39 age group, making up 34% of the total number of participants, closely followed by those in the 40 to 54 age category with 30%. The Corporation also trained more than 2,500 long-term and very long-term unemployed clients in several courses, primarily in job skills courses, IT, hospitality and trade training programmes.

Of the 13,679 persons who received training during the operational year under review, 7,468, or 55% of the total number attending training,

were registered unemployed clients, 4273 were regularly employed and 1907 were inactive clients.

The Corporation continued delivering training to various disadvantaged groups in society. Training was offered to Corradino Correctional Facility (CCF), to Dar Sant'Anna and Dar Santa Marija, to Caritas rehabilitation centre at San Blas and Inspire, amongst others.

TRAINING PARTNERSHIPS

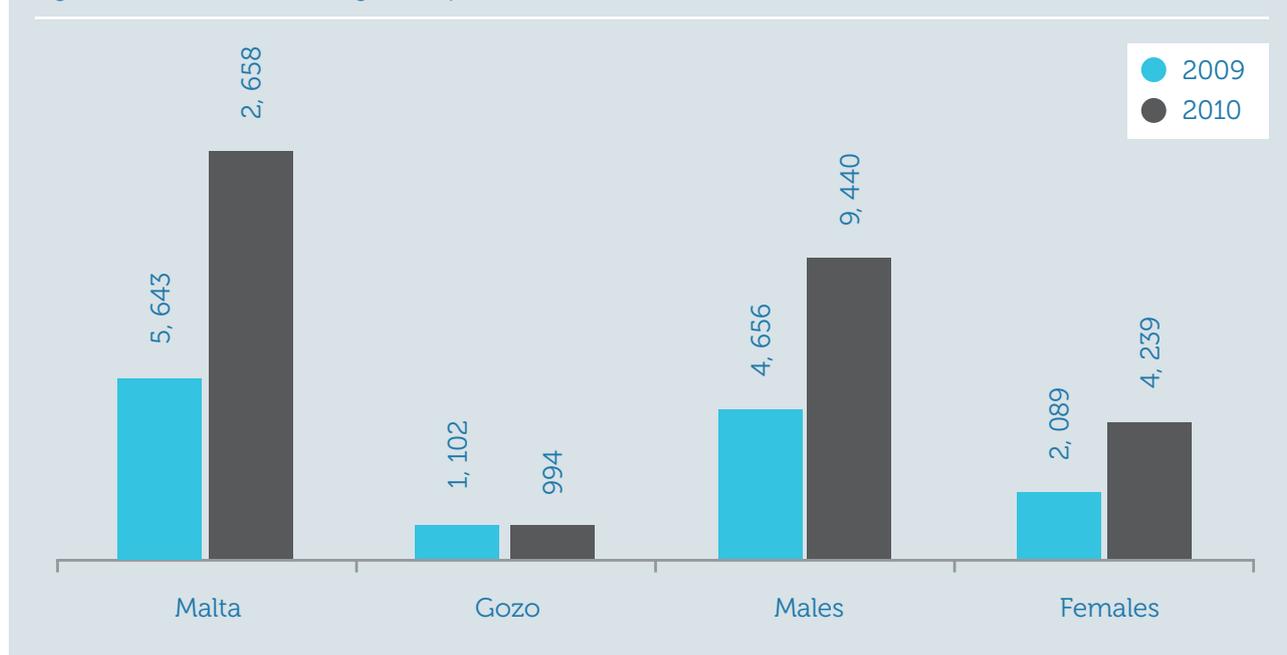
The Corporation was partner in a project led by the FSWS¹ – "Embark for Life", which provides training and independent accommodation to youths living in institutions. The Corporation delivered training and consultation on training issues to the project. The Corporation was also partner in the project led by FES² entitled "Youth. Inc", which targets youths who finished compulsory education with no qualifications and with little basic educational skills. The project will provide training in life and job skills, literacy and numeracy, information technology, vocational training and also work placements.

During 2010 the Corporation was also partner in an ESF project led by Paulo Freire Institute entitled "Iċ-Ċavetta" whose objective is the development of software applications, games and other learning material targeting adults with no literacy skills. Such material will increase the tools currently available to trainers who deliver literacy courses and who

1. FSWS: Foundation for Social Welfare Services

2. FES: Foundation for Educational Services

Figure 3: Number of Training Participants



can thus offer more individualised training to the Corporation's clients who want to learn Maltese.

SKILLS ASSESSMENT AND TRADE TESTING

The Corporation continued to conduct trade testing to ascertain the proficiency of individuals interested in obtaining certification in their selected competencies. In 2010, 474 persons were tested or re-tested, of whom 348 were apprentices, 82 non-apprentices and 44 trainees.

During 2010 the Corporation continued to process applications that were previously submitted by eligible organisations under Regulation 14 of the Business Promotion Regulation Act. In total seven training programmes were audited and ETC processed payments amounting to €23,468.56 to employers. This scheme is now no longer operational as it has been replaced with the Training Aid Framework (TAF) launched in 2009.

ESF AND ERDF PROJECTS

In 2010 the Training Services Division continued administering an ESF project which commenced in 2009, while it concluded an ERDF project also started in 2009. The total budget allocated to both programmes and their relative duration are shown in Table 4:

Programme	Budget Available	Duration
ESF – Employability programme	€5,253,211 incl. VAT	2009 – 2011
ERDF – Phase 2, Extension of Skills Development Centre.	€627,125 incl. VAT	2009 – 2010

The ESF programmes cover, amongst others, training costs, publicity, training material, consumables and transport. The ERDF project covered construction and refurbishment of an annex to the existing Training Complex.

The ESF 2.4 Employability Programmes, with a budget of €5,253,211, assist jobseekers, inactive persons and employees interested in upgrading their knowledge and skills. The Employability Programme includes job search assistance initiatives, training in basic skills, work orientation and re-training programmes, traineeships in occupational areas, a training subsidy scheme and a skills assessment system.

During 2010 over 100 tenders were issued to procure training services and to purchase training material to sustain the project. ETC also provided free transport to trainees attending the Training



Launching of the ESF Employability Programme - I CAN campaign

Complex. The Employability Programme and its various initiatives have been actively promoted through the "I CAN" campaign. Another service provider is assisting in the development of the Skills Assessment initiative within the Programme.

ERDF – Phase 2 - Extension of ETC Skills Development Centre, with a budget of €627,125, was a continuation of the project completed through ERDF funds made available to the Corporation for the period 2004-2006. Phase 2 was finished within the planned timeframes and is already in

use by trainees who participate in courses under the above-mentioned Employability Programme. The overall objective of the extension to the Training Complex was to increase capacity of the Corporation's educational facilities ETC had a number of training centres but space was somewhat limited. The new extension to the Training Centre consists of nine fully equipped training rooms, a computer lab and four offices, is fully accessible to persons with mobility problems and is compliant with current health and safety standards.

During 2010 over 100 tenders were issued to procure training services and to purchase training material to sustain the project



Computer lab at the ETC Training Complex

Employment and Training schemes

EMPLOYMENT AID PROGRAMME

The Employment Aid Programme (EAP), which was launched in 2009, facilitates access to employment of disadvantaged persons and disabled persons through financial assistance given to employers.

The categories under which persons are eligible include:

- Any person who is under 25 and is within two years after completing full-time education;
- Any person who wishes to enter or to re-enter working life and who has been absent both from work and from education for at least two years;
- Any person living as a single adult looking after dependants;
- Any person who has not attained upper secondary level qualifications or equivalent (ISCED Level 3) and who has been made redundant/applied for voluntary redundancy scheme in the past six months;
- Any person older than 50 who does not have a job or who is losing his or her job;
- Any long-term, registered unemployed person, i.e. any person who has been unemployed for twelve of the previous 16 months, or six of the previous eight months in the case of persons under 25;
- Any person who is a registered disabled person and who has a recognised, serious, physical, mental or psychological impairment;

In the case of disabled persons employers receive a grant equivalent to 75% of wages for the first year. In the case of persons with disability, this subsidy is extended for the subsequent second and third years at 60%. With regards to the rest of the categories, the subsidy is 50% of wage costs.

EAP has proven to be an effective means of assisting unemployed persons to reintegrate into the labour market. Since its inception, 2350 applications were received and 1120 grants approved, 772 for Malta-based companies and 351 for Gozo-based companies.

COMMUNITY WORK SCHEME

The Community Work Scheme continued its operations during 2010, with 160 persons participating by end-December. A total of 109 persons are doing community work in Malta while another 51 are detailed in Gozo. All the scheme's participants are attached to 55 Local Councils and 8 NGOs. Discussions are ongoing with other Local Councils and NGOs to increase participation.

ETC monitors the attendance of participants in the scheme, with 6,700 monitoring visits undertaken in Malta and Gozo.

The community work done so far included cleaning of roads and public gardens, rubble wall building and maintenance, basic maintenance in public libraries and assistance in the organisation of cultural activities by Local Councils.

To date, 300 very long-term unemployed persons have been interviewed for participation in the scheme. To increase the possibility of



Launching of the ESF Youth Employment Programme

better matching unemployed persons with requests received by Local Councils and NGOs for community work, training courses have been designed to provide the unemployed with the required skills for tasks to be undertaken.

The feedback received to date from those participating in the scheme has been positive and encouraging. Towards the end of 2010, the Corporation entered into an agreement with the Housing Authority to utilise the Community Work Scheme to embellish housing estates. Community work will also be done to upgrade sports facilities. The scheme's objectives in the near future are to encourage more Local Councils and NGOs to participate in the Scheme. In line with government policy, participation in the Community Work Scheme will be extended to unemployed persons who have been registering for less than five years. This will be done gradually over a number of years.

Unemployed persons found the Scheme beneficial as, through participation, they had the opportunity to learn new skills or to upgrade their current skills while undertaking sterling work for the benefit of the community.

YOUTH EMPLOYMENT PROGRAMME

The Youth Employment Programme (YEP), which is co-financed by ESF is designed to increase the employability of young people, namely those between 16 and 24 years, and to facilitate the integration of youth into the labour market. YEP was officially launched in March 2010, and targets disadvantaged young jobseekers, who do not pursue



post-secondary education, and young employees in precarious work conditions, who would benefit from further training and from greater knowledge of their rights and responsibilities at work.

The program, which ends in December 2011, is expected to reach 4,860 disadvantaged youth in Malta and Gozo with a total budget of €632,948.29. During 2010, the youth website – www.youth.org.mt, which is also part of this program, was launched. Apart from offering basic information on careers, education, training and job search, the site also allows young persons to chat live with a team of professionals.



Some initiatives concluded so far include:

- Fieldwork sessions for student youth workers on job opportunities in the hospitality industry
- Organisation and coordination of Trade Observation Sessions for two schools which make part of St. Theresa College
- Organisation and coordination of the Employment and Training Fair, which incorporated the official launch of this programme.
- Organisation and participation of a six session workshop (Job start Workshop) for a group of students from Maria Assumpta Girls Secondary School regarding self assessment, job search, CV writing and interviewing skills
- Participated in the Organisation of Gozo Local Council Seminar on ETC services including the YEP.
- Organisation of Malta Local Council Seminar at Le Meridien Hotel, St. Julians on ETC services including the YEP
- Preparation and coordination of a four session Motivation Job Start Workshop with Cospicua group 'Tghannieqa'
- Coordination of a half day Job Start Workshop at Kumpless Access Valletta with NEETs
- Coordination of a half day Mock Interviews Workshop with St. Claire College students,

who were hosting exchange students from Finland in a youth hostel in Marsaxlokk.

- Coordination of a six session Motivation Job Start Workshop with ZAK Mosta
- Organisation and coordination of NGOs seminar regarding ETC services including YEP at the Radisson Blu Hotel, St. Julians
- Coordination of activities seminar for youth advisors and YEP youth workers at Kumpless Access Valletta with Patrick Cumbo
- Participation in the Cohesion Policy 2007-13 Annual Event in Munxar Gozo and Kennedy Grove Malta to promote YEP
- Delivered a workshop together with a youth advisor to 22 guidance teachers at the Euroguidance conference.



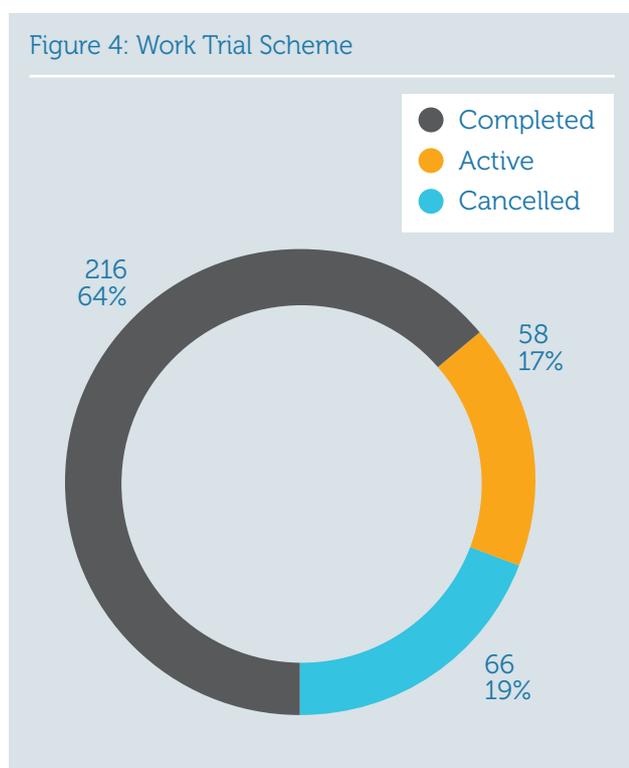
WORK TRIAL SCHEME

The Work Trial Scheme was piloted in July 2009 and continued its operations during 2010. Through this work exposure scheme, participants spend 20 hours a week for 13 weeks with an employer to gain work experience. A total of 340 persons participated in the scheme.

The Scheme targets the following groups:

- Jobseekers aged 16 – 24 who never worked before, namely, new labour market entrants with no job experience in their field of job preference,
- Youth aged 16-24 with previous work experience not in line with their respective job preference,
- Graduates and other persons who completed their studies and never worked in their field of study,
- Inactive persons, i.e. at least a one-year break from previous employment,
- Registered jobseekers aged 25 years+ who have been unemployed for at least six months.
- Recently made redundant persons, i.e. within six months of previous employment, who would like to change their job preference.

Figure 4: Work Trial Scheme



APPRENTICESHIP SCHEMES

Apprenticeships are considered as one of ETC's main initiatives in training provision. There are two apprenticeship schemes, namely, the Technician Apprenticeship Scheme (TAS) and the Extended Skill Training Scheme (ESTS). Both schemes are based on the dual system of vocational training, which is a combination of on-the-job and off-the-job training. The schemes are widely considered as most effective in preparing youngsters for the labour market and in providing a pool of qualified workers. In fact, statistics show that 82% of former apprentices who successfully completed their apprenticeship are on full-time employment subsequent to their apprenticeship.

During 2010, 91% of applicants on the schemes were placed with an employer. At the end of the year, the number of apprentices registered with ETC stood at 763, 634 or 83% being male. Applicants are currently placed with 354 employers, 92% coming from the private sector. To ensure quality training at the employers' establishment and at Vocational Educational Training (VET) Institutes, ETC officials carried out a total of 863 monitoring visits, 675 visits on the job and 188 at either MCAST or Institute of Tourism Studies (ITS), the two VET institutions currently supporting apprenticeship schemes through the provision of theoretical programmes.

In 2010 the Corporation introduced apprenticeship handbooks to ensure that apprentices' training was in line with the calling being followed. The handbooks consist of an Occupational Profile, a list of competencies to be covered during on-the-job training and Assessment Criteria that will serve as a guideline for the Final Trade Test. The handbooks were provided to both employers and apprentices for every placement registered.

TRAINEESHIP SCHEME

The Traineeship Scheme forming part of ESF Employability Program is a training initiative based on the dual VET system to offer job seekers knowledge and skills to meet current and future labour market needs. The duration of each calling within the Scheme is based on 20% off-the-Job training, the majority of which is delivered at ETC's Training Complex, and 80% of on-the-Job training provided by different employers who apply through public calls to be considered as training service providers (TSPs). The duration of each calling is determined by the respective Training

Programmes' objectives and contents, and is in consultation with employers or their representatives.

The callings initiated in 2009 and concluded during 2010 were in Office Procedures and as Casino Dealers. New callings started in 2010 and included a second intake in Office Procedures, Care for the Elderly, Refrigeration and Air-conditioning, Industrial machine setting, Call centre, Freight and Shipping (Clerical), Sales representatives, Woodwork, Food and Beverage servicing and Housekeeping (see Table 5). The last two callings were developed in consultation with the Malta Hotels and Restaurants Association and the ITS.

Further collaboration with the Chamber of Commerce, Enterprise and Industry generated the development of a specialised training programme in industrial electronics which will be made available as a traineeship in the first quarter of 2011.

Table 5

Callings in 2010	TSPs Contracted	Vacancies	Clients Males	Placed Females	Duration Weeks	Notes
Refrigeration and Air Conditioning	4	6	38	6	---	14
Call Centre Agents	2	12	81	7	5	10
Office Procedures and Skills (2)	17	20	30	8	12	20
Industrial Machine Setting	5	11	34	11	---	26
Food and Beverage Services	3	8	25	5	3	20
Freight and Shipping	4	5	21	3	2	15
Office Procedures and Skills (3)	7	14	14	9	5	20
Sales Persons	3	6	39	4	2	13
Woodwork Skills	2	4	15	4	---	16
Care for the Elderly	4	30	35	6	24	27
Housekeeping	6 (app)	25	10	---	---	20 Withdrawn
Total: 11 Callings	51	116	332	63	53	166



Presentation of the Journeyman's Certificate to apprentices

statistics show that 82% of former apprentices who successfully completed their apprenticeship are on full-time employment subsequent to their apprenticeship

Training Aid Framework

The Training Aid Framework (TAF) offers refunds on training schemes undertaken by employers or self-employed persons according to pre-defined parameters. By the end of December 2010, a total of 2123 applications had been received and processed by ETC.

In 2010 alone, ETC received 1,077 applications. A total of 1,180 grant agreements amounting to €2.6 million were signed with beneficiaries applying both in 2009 and in 2010, covering training for 7,004 persons. On the other hand, 443 applications were not accepted by ETC as they failed to meet the eligibility criteria. A total of 58% of these applicants appealed against the decision. After review by the Appeals Board, 34%, or 82 appeals, were upheld.

As the Intermediate Body, the Corporation is obliged to monitor training programmes funded through TAF. A total of 601 monitoring visits were conducted between February 2009 and December 2010. When conducting spot checks on ongoing training, monitoring officers encountered situations that jeopardised the claim for funding, including changed training dates, venues, trainees and/or trainers without notifying ETC or training that had been stopped or that never started.

In August 2010, ETC, together with the Managing Authority, agreed on a revised format of the implementation report and claim for reimbursement to be used by undertakings when claiming for funds. As at December 2010, ETC processed 186 claims for grants. A total of 22 claims were uploaded on the structural funds database following the control check and the process for payments was launched. Seventeen claims were uploaded by end December 2010 amounted to €90,345.39 of which €25,136 were paid by end year.

ETC has faced several challenges at reimbursement stage since some claims were rejected at the final stage of cross-checking. Indeed,



in 2010, 27 claims amounting to circa €98,000 were rejected due to breach of ESF and/or TAF regulations. The majority of cases either did not comply with public procurement regulations or did not adhere to conditions set in the grant agreement signed between ETC and the applicant organisation itself.

Various improvements were made to the TAF programme during 2010. The application guidance notes and implementation guidelines were simplified and made more user-friendly, to better assist in the process of filling in the application form. In these documents General Manager Operations and Project Leader incorporated the questions and queries usually raised by applicants. Issues concerning the undertaking size declaration, mode of payment, separate accounting code and the documentation to be submitted at reimbursement stage were also addressed. The Corporation also proposed simplifying the eligibility criteria so that more would be able to benefit from the scheme as from 2011. ETC also introduced a minimum eligible amount of €350 per single TAF application.

ENTREPRENEURSHIP SCHEME

The Entrepreneurship Scheme offers a jobseeker the possibility of starting one's own business by providing a package of Counselling, Entrepreneurship Training, Mentoring and Financial Assistance. Since its introduction, 97 clients benefited from all services offered by the scheme and started their own businesses.

During the first half of 2010, two special intakes were made available to ex-Malta Shipyards employees.

Interest in the scheme was rather casual during the rest of 2010, compared with previous years.

However, interest gained momentum, particularly from registering clients who were referred by Employment Advisors. An informal service in this scheme is the provision of pre-entry counselling to clients who wish to take part when they only have an idea to start up a business. An average of 16 clients per month received this service during 2010.

As mentioned above, though interest in the Scheme was encouragingly constant, a mood of caution from our clients was much evident. All clients, except one, on ex-Malta Shipyards Intakes completed the scheme, started up their business and were awarded the ETC Enterprise Grant.



Gozo

During 2010, 216 new personal action plans were drawn up and 770 personal action plan reviews were carried out in Gozo. A total of 99 unemployed registrants and a further 162 non-registrants were placed in employment. In contrast, 145 persons were deemed not interested in seeking employment and were therefore removed from the unemployment register.

WORK TRIAL SCHEME

During 2010, the Work Trial Scheme, which affords work exposure to persons who have never worked, was promoted in collaboration with the Gozo Business Chamber. This raised awareness of the scheme and 45 unemployed persons actively participated in the programme.

Participants gained training and work experience in the following areas:

- Animators, Customer Care
- Care Workers
- Clerks
- IT
- Draughts Person Assistant
- Mechanical / Technical
- Sales Persons
- Catering

EMPLOYMENT AID PROGRAMME

Since the launch of EAP in 2009, the programme proved very popular with Gozitan entrepreneurs. Although 10% of the programme's funds were originally earmarked for Gozo, more funds were allocated. A total of 189 jobseekers participated in the programme in 2010. A tracer study carried out in January 2011 shows that, out of a total of 315 employees who participated in 2009 and 2010, only 34 are not still in employment, indicating a very high retention rate of 89.2%.

TRAINING PROGRAMMES

The following breakdown shows basic information on training programmes organised in Gozo:

Number of Trainees who attended a training programme: 989

Completion Rate: 88%

Number of Training Courses organised: 78

Number of Different Courses: 24

OTHER ACTIVITIES

During 2010 ETC Gozo actively participated in various activities and projects in collaboration with other entities as follows:

MCAST - Partners in the Pathway Programme

Agius De Soldanis Girls Sec. School - Partners in ESF Project for School Leavers with learning difficulties

ITS - Collaboration Agreement in various Training Programmes

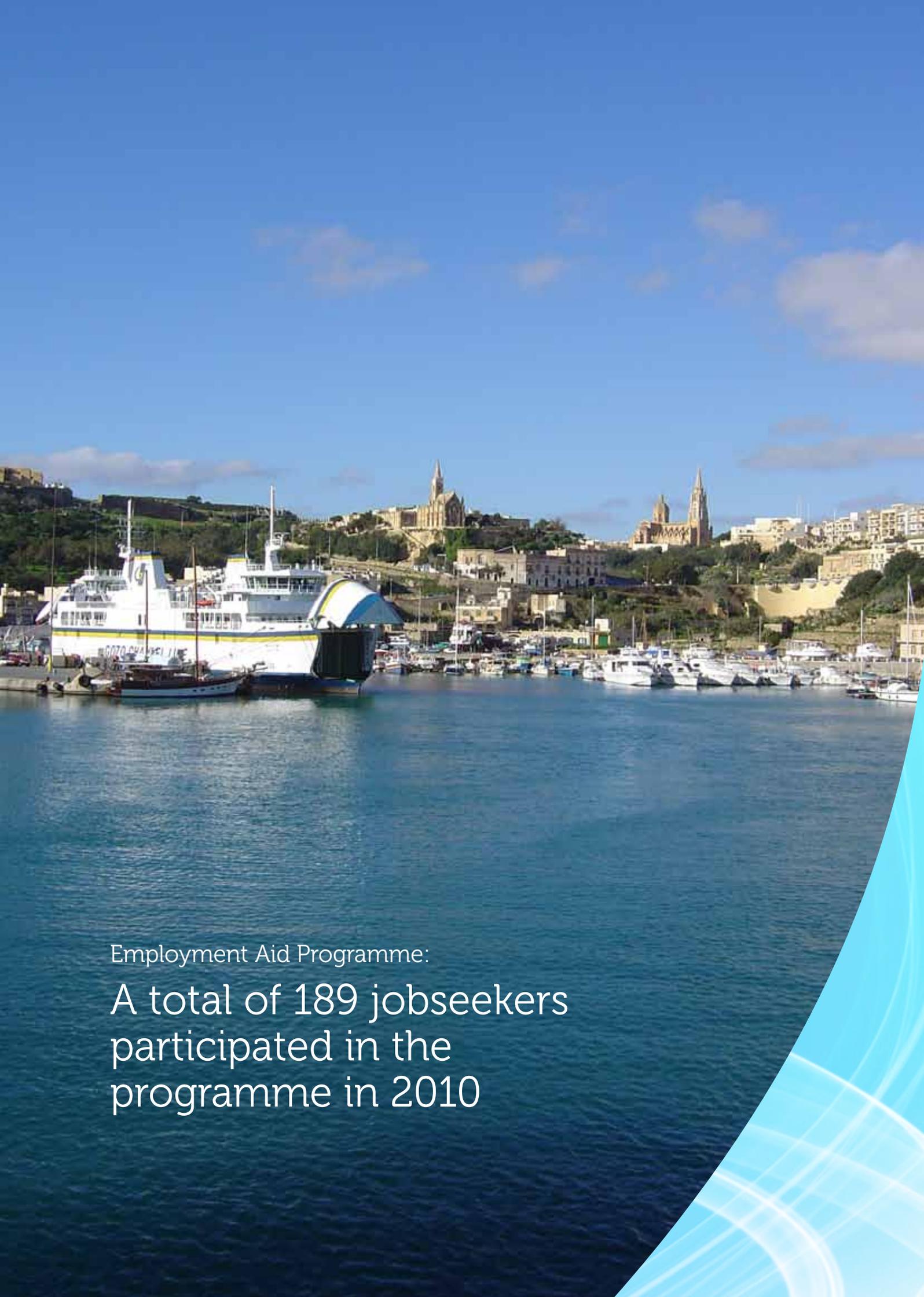
Education Division - Collaboration Agreement in the delivery of IT Courses

OASI - Very close collaboration and continuous support for Fondation's management and clients

Arka / Sta. Martha - Close collaboration and continuous support through several schemes

GTA - Sponsored the 'Personality of Year Award 2010' and started talks with Executive Board to draw a Training Strategy for the Hospitality Sector in Gozo

Ministry for Gozo - The Corporation is represented on various boards such as ITS, Incubation Centre and HR Strategy for Gozo.



Employment Aid Programme:

A total of 189 jobseekers
participated in the
programme in 2010

The European Employment service

EURES Malta's role is critical in providing valuable information to EU citizens who want to work in other EU countries. EURES activities are possible through funds provided by the European Commission and the local EURES team works towards raising awareness of work opportunities abroad. The EURES team also provides help to EU nationals seeking employment in Malta.

EURES advisors organised many activities to promote foreign job opportunities awareness, namely:

- A seminar for the Hospitality Industry was organised for employers within this industry to inform employers about recruiting EU nationals.
- An information session for EU Nationals already living and working in Malta to better integrate in the local community. A team of experts were invited to deliver presentations, namely on Maltese History and Culture, Benefits and Pensions in Malta, and Residence and Work Permits.
- The annual EURES Job Fair held in May 2010 as well as the Job Fair held in October 2010, saw hundreds of jobseekers who visited the fairs seeking information on working in Europe. Both fairs are considered very important event for EURES Malta. A number of foreign EURES advisors attended the fair in October and
- In October, EURES Malta organised the European Job Days Fair – which is organised on the same day throughout all EU countries – and over 380 clients attended.
- An information session specifically targeting HR Practitioners of local companies. EURES advisors also attended the week-long careers convention at the University of Malta.
- Communication Training – EURES staff, as well as staff from ETC's Communications office, underwent communications training by a foreign expert engaged by EURES. Coupled with this, all ETC front line staff attended EURES training for front liners.
- During the year, EURES team organised other activities to promote EURES, including seminars, outreach exercises with selected entities and information sessions.

EURES was continuously present throughout the year on the main media, such as in TV adverts, participation in a TV programme specifically on careers (Karrieri), adverts on the transportation system as well as advert/editorials in leading business magazines.



EURES seminar for HR managers in the Hospitality industry



Photos from the annual EURES Job Fair

Legal compliance

During 2010, the number of inspections totalled 3,745 against 3,553 in 2009, reflecting a 5.4% increase. This included 433 inspections conducted by the company which won the investigation subcontracting agreement and which looked into cases of active employment licences. A total of 213 inspections were conducted in Gozo.

In 2010, 6,492 persons were interviewed, with 1,754, or 27%, found to be working illegally. A total of 373 illegally employed foreigners were also identified during joint inspections with the Immigration Police.

Most inspections were carried out in the construction, hospitality, retailing, general services and manufacturing sectors. The largest number of infringements was found in the hospitality industry, with 36% of inspections identifying a breach of regulations as established by Legal Notice 110 of 1993. A further 30% of total infringements came from the construction and general services sectors.

There has been an increase in desk investigations and closer liaison with the Police and the VAT Department. Processing of infringements and court

cases continued at a steady rate. Performance at NEA and the Law Courts was also satisfactory.

A total of 22 sessions were held by the Law Courts which heard 940 cases. The court decided on 454 cases of which 86% were decided in favour of ETC.

In September 2010 a new process was introduced whereby ETC started issuing a pre-fine letter to employers informing them of any infringements found during inspections. These letters, immediately sent after an inspection, informed employers of the outcome of the inspection and the ensuing infringement. Employers were then offered the possibility of regularising their position or face further proceedings.

The number of persons struck off the unemployment register during 2010 was 1,963, 118 persons of whom were found working and registering. A total of 832 appeals were lodged with the National Employment Authority against decisions taken by the Corporation. A total of 203 of the appeals were decided in favour of the Corporation.

Table 6: Law Compliance - Number of infringements by category

	Oct-Sep 2005-6	Oct-Sep 2006-7	Oct-Dec 2007-8	Jan-Dec 2009	Jan-Dec 2010
Working and Registering	219	197	145	171	118
Employment of Minors	20	26	12	15	20
Employment of Foreigners	195	302	291	365	373
Employment not Reported to ETC	1,831	1,589	1,727	1,498	1,243
Total	2,265	2,114	2,175	2,049	1,754

Table 7: Law enforcement

	Oct-Sep 2005-6	Oct-Sep 2006-7	Oct-Dec 2007-8	Jan-Dec 2009	Jan-Dec 2010
Total Strike-Offs	1,543	1,799	2,032	1,575	1,963
Total Appeals to NEA	746	860	1,076	820	832
Appeals Upheld	224	127	198	120	203
Percentage of Cases Upheld	30%	15%	18%	30%	24%
Number of Inspections	5,144	3,484	4,119	3,553	3,745
Number of Infringements	2,265	2,114	2,175	2,049	1,754





EU affairs

2010 marked the beginning of the Europe 2020 strategy – its primary aim being to enable the European Union to emerge stronger from the crisis, and to turn its economy towards smart, sustainable and inclusive growth, accompanied by high levels of employment, productivity and social cohesion.

Five headline targets - listed under the respective broad economic policy guidelines and employment guidelines - constitute shared objectives which guide the action of the Union as a whole and of Member States, taking into account their relative starting positions and national circumstances. The Member States should, furthermore, make every effort to meet the national targets and to remove the bottlenecks that constrain growth.

Europe 2020 puts forward three mutually reinforcing priorities:

- Smart growth: developing an economy based on knowledge and innovation.
- Sustainable growth: promoting a more resource efficient, greener and more competitive economy.
- Inclusive growth: fostering a high-employment economy delivering social and territorial cohesion.

Meeting the headline targets listed below, by 2020, will be critical to the success of the Union as a whole:

- 75 % of the population aged 20-64 should be employed.
- 3% of the EU's GDP should be invested in R&D.
- The "20/20/20" climate/energy targets should be met (including an increase to 30% of emissions reduction if the conditions are right).
- The share of early school leavers should be under 10% and at least 40% of the younger generation should have a tertiary degree.
- 20 million less people should be at risk of poverty.

Member States were called to translate the headline targets into national ones. This process should be finalised by April 2011, when the final National Reform Programmes will be submitted to the Commission, following the necessary discussions and consultation with the Commission itself, Ministries and local stakeholders. The draft national targets for 2020 are as follows:

- An employment rate of 62.9%.
- 0.67% of Malta's GDP to be invested in R&D.
- A maximum increase of greenhouse gas emissions not falling within the scope of the EU Emissions Trading Scheme of 5% (compared to 2005 levels particularly emissions from transport, mainly road transport, waste, agriculture and fuel combustion in industry and commercial and residential buildings).
- A share of energy from renewable sources in gross final energy consumption of 10%.
- A target of 10% of energy consumed in all forms of transport from renewable sources.
- A 22% energy or 235,254 toe savings target with an intermediate target for 2014 of 15% or 144,876 toe.
- School drop-out rates to be reduced to 29%.
- The share of 30-34 years old having completed tertiary or equivalent education to be increased to 33%.
- Around 6,560 people to be lifted out of risk of poverty and exclusion.

The EU-wide priorities and targets will be further supported by seven flagship initiatives, all of which are intended to act as catalysts for economic and social growth:

- "Innovation Union": to improve framework conditions and access to finance for research and innovation in an effort to ensure that innovative ideas can be turned into products and services that create growth and jobs.
- "Youth on the move": to enhance the performance of education systems and to facilitate the entry of young people to the labour market.
- "A Digital Agenda for Europe": to improve the performance of high-speed internet and reap the benefits of a digital single market for households and firms.
- "Resource Efficient Europe": support the shift towards a low carbon economy; increase the use of renewable energy sources; modernise the transport sector and promote energy efficiency.
- "An Industrial Policy for the Globalisation Era": to improve the business environment, notably for SME's and to support the development of a strong and sustainable industrial base, capable to face global competition.
- "An Agenda for New Skills and Jobs": to modernise labour markets; empower people through skills development in an effort to increase labour market participation; and to improve labour market matching and mobility.
- "European Platform against Poverty": to ensure social and territorial cohesion such that the benefits of growth and jobs are widely shared and people experiencing poverty and social exclusion are given the opportunity to actively participate in society.

The Europe 2020 strategy is underpinned by 10 integrated guidelines, replacing the previous set of 24. The guidelines for the employment policies of the Member States are intrinsically linked with the guidelines for the economic policies of the Member States and of the Union. The employment guidelines, adopted by a Council Decision of the 21st of October 2010, give precise guidance to the Member States on defining their National Reform Programmes and implementing reforms, in line with the Stability and Growth Pact.

GUIDELINES FOR THE EMPLOYMENT POLICIES OF THE MEMBERS STATES

Guideline 7: Increasing labour market participation of women and men, reducing structural unemployment and promoting job quality.

The EU headline target, on the basis of which Member States will set their national targets, taking into account their relative starting positions and national circumstances, is to aim to raise the employment rate for women and men aged 20-64 to 75 % by 2020, including through the greater participation of young people, older workers and low-skilled workers and the better integration of legal migrants.

Guideline 8: Developing a skilled workforce responding to labour market needs and promoting lifelong learning.

Guideline 9: Improving the quality and performance of education and training systems at all levels and increasing participation in tertiary or equivalent education.

The EU headline target, on the basis of which Member States will set their national targets, taking into account their relative starting positions and national circumstances, will aim to reduce drop out rates to less than 10 %, and increase the share of 30-34 year-olds having completed tertiary or equivalent education to at least 40%.

Guideline 10: Promoting social inclusion and combating poverty

The EU headline target, on the basis of which Member States will set their national targets, taking into account their relative starting conditions and national circumstances, will aim at promoting social inclusion, in particular through the reduction of poverty by aiming to lift at least 20 million people out of the risk of poverty and exclusion.

The European Affairs Unit provided comments, reactions and analysis to Government Ministries and organisations on documentation put forward in the European Council, European Parliament, the European Economic and Social Committee and the Committee of Regions, to the Employment Committee and to respective sub-groups of the above-mentioned institutions/committees, such as the Social Questions Working Party and EMCO ad hoc. The Committees develop policies and opinions on current and emerging labour market issues, amongst others. ETC management personnel represented Malta on the Employment Committee and on its ad hoc and Indicators Groups.

Promoting Equal Opportunities at the Workplace

In a strategic, organisational move, the Gender Unit was incorporated in the Gender, Social Inclusion and Diversity Advisory and Consultative Committee set up in 2010 to make recommendations to top management on gender issues, diversity and social inclusion.

The Committee, after carrying out a review of services offered by the Corporation, will propose advice, remedial action and alternatives whenever it identifies shortcomings in areas of gender equality, social inclusion and diversity.

The Committee also ensures that all marketing messages respect gender equality and diversity whilst examining accessibility to all the Corporation's premises and offices to ensure full compliance with the law.

The Committee is also responsible for drafting policies which improve the quality of working conditions and work environment for all staff members.

The Committee members are all employees of ETC and are of different age, gender and grade position.

SUPPORTED EMPLOYMENT

The number of registered disabled persons successfully placed in employment during 2010 was 107, an increase of 33 placements over 2009.

This was achieved after 8,410 submissions were put forward. The impact of EAP, which was utilised in 24 cases, proved extremely beneficial.

Bridging the Gap and the Work Trial Schemes served once again as essential tools in the provision of work exposure opportunities to Supported Employment clients. In fact, 31 clients participated in Bridging the Gap Scheme, whilst another seven benefited from the Work Trial Scheme. At the end of 2010, out of the 31 clients placed in Bridging the Gap Scheme, 16 continued in employment, 12 returned on the unemployment register, whilst the remaining 4 were inactive (i.e. neither registering nor in employment).

During 2010, there were 967 mainstream training referrals, which signified an increase of 80% over 2009, whilst 1,340 one-to-one interviews were conducted.

During the year under review, 155 clients had an appointment with ETC's Medical Officer to be placed on the Register of Disabled Persons, whilst the occupational therapist assessed 150 Clients.

During 2010, there were 967 mainstream training referrals, which signified an increase of 80% over 2009, whilst 1,340 one-to-one interviews were conducted



A total of 56 clients, who had declared that, owing to their medical condition, they felt unable to perform any kind of work, were referred to the Department of Social Security (DSS).

Special Cases Unit

One-to-one interviews were conducted with clients in the "special cases unit" on 1449 occasions, denoting an increase of 39% on 2009's performance.

A total of 917 clients were requested to attend a training course, an increase of 343 over 2009. A further 50 clients benefited from work exposure opportunities through Bridging the Gap Scheme, 21 of whom were inmates nearing the end of their prison sentence, compared with 44 in the previous year. A group of three from this cohort was put on the Work Trial scheme.

At the end of 2010, from 50 placed on Bridging the Gap scheme, nine were still in employment, five were employed but lost their job during

the year, 21 returned on the unemployment register whilst the remaining 15 were inactive, i.e. neither registering nor in employment.

Submissions for employment increased to 2,427; however, placements dropped to 64 compared with last year's 82.

The Ex-Substance Abuse Monitoring Board continued its work throughout 2010, calling in 28 clients showing "reluctance to work" for an interview. From this group, 20 clients were referred to DSS as they declared that they were unfit for work.

During 2010, ETC's sponsored programme at Corradino Correctional Facility (CCF) complex moved forward, with 173 inmates receiving training in various courses. A further 32 inmates were trained under the ESF sponsored Employability Programme.

Several meetings were held with CCF Officials to discuss and set up a proper Training Structure within the complex to develop a more effective approach towards training.

Business development

IT SUPPORT

To handle the increasing demands on the IT system, a new database management system was installed, leading to remarkable improvement in response time and features. Concurrently, minor improvements in the internal applications used by ETC employees were continuously implemented, especially following the evolving nature of ETC's operations. The IT Department also assisted in the gathering of data for numerous requests requiring data extraction through programming.

Throughout 2010, most of the IT network infrastructure was upgraded to Giga speed and extended to cater to the Qawra and Birkirkara Job Centres, as well as to the new extension of the Training Complex. A new computer lab was set up within the Skills Centre to increase ETC's capacity in offering IT-related training. The incoming telephone system was upgraded to support another call-centre agent and the capacity of digital lines was also increased. An important Health and Safety initiative was implemented in 2010, whereby telephones were installed in workshops at the Training Centre and an emergency line added in the Security room.

ETC's infrastructure for telework was extended in the year under review and, by end-December, eight employees were on a telework arrangement, with a further six requests being processed.

EU-FUNDED PROGRAMMES CONTROL UNIT

The Control Unit, which was set up in 2009 to conduct management verifications on EAP and TAF programmes, continued to assist the operational units in technical aspects of the projects, such as the preparation of EAP Request for Reimbursement Forms. Meanwhile, the Control unit conducted desk-based documentation and on-the-spot checks, the latter consisting of visits to the beneficiary organisation. The unit also advised

on the simplification of TAF documentation and procedures, following meetings with employers, and participated in information sessions held with stakeholders regarding the EAP reimbursement process. An increase of staff complement at the Control Unit was necessary since the uptake of the two aid schemes exceeded ETC's expectations.

MONITORING AND EVALUATION

In 2010, ETC carried out an employee climate survey to gauge employee satisfaction levels and perspectives on work. The survey was uploaded on the Corporation's intranet in a way that enabled users enter their preferences online anonymously. The findings were analysed by the Monitoring and Evaluation section and results were scheduled to be published in the beginning of 2011. The feedback obtained through the survey was considered an important asset to top management to improve employee satisfaction.

ETC also participated as a partner in the project "Impact Assessment of Mental Health on Employment for Policy Development" (IAMHE), funded by ESF. The project's objective was the provision of information to the Richmond Foundation and project partners on barriers encountered by persons with mental health problems in accessing and retaining employment. The data gathered through research and feedback from various stakeholders led to the formulation of policy recommendations and proposals to reduce the identified barriers.

FREEDOM OF INFORMATION ACT

During 2010, the necessary preparations for the implementation of the Freedom of Information (FOI) Act (Cap. 496) were conducted. The Act gives the general public a right to information held by public authorities, in order to promote transparency and accountability. The information,

which can be published as per Article 17 of the Act, was uploaded on the ETC website. The internal procedure for handling requests for information and complaints related to the Act were set and training was delivered to ETC's Job Centres personnel in both Malta and Gozo. Queries are now to be directed to foio.etc@gov.mt.

LABOUR MARKET INFORMATION UNIT

The Labour Market Information Unit (LMI) consist of two sections, namely the Information Unit, which is responsible for issuing statistics and labour market information, and the Human Resources Information Unit (HRIU), which is responsible for the processing of engagement and termination forms.

During the year under review, an average of 13,000 engagement and termination forms were processed every month – 31% originated online. An average of 740 clients were serviced monthly, 47,600 records were duly updated whilst 3,600 engagement / termination forms had to be sent back to the employers due to missing information.

In order to improve the speed of handling TAF and EAP applications internally, a fast track system was implemented at the HRIU to provide immediate attention to requests made by the Training Services and Employment Services sections in administering employers' grants.

The Labour Market Information Unit (LMI) published monthly un/employment statistics through the National Statistics Office News Releases. During this financial year, the employment figures for the years 2005 to 2009 were revised and published by NSO.

During this operational year, over 620 requests for information were replied to – originating from students, public entities, research units and Parliamentary questions. Quarterly comparisons of the ETC un/employment data with those published by the NSO through the Labour Force Survey were also conducted in order to benchmark and validate labour market trends in the administrative database with those surveyed.

The Unit was also directly responsible for a number of other projects and operations:

Functional Balanced Scorecard System

The Corporation continued to develop and update the quantitative and qualitative

Functional Balanced Scorecard systems which provide an insight into the overall performance achievements of each section. This system was re-evaluated in line with other statistical information collected internally for monitoring purposes such as the performance indicators.

Business Plan Indicators – during this financial year, the monthly business plan indicators were compiled. As an initiative, a business plan dashboard summarising the achievements at the end of each quarter was designed and distributed among ETC staff members.

Labour Market Policy Database

This is a project done in conjunction with the National Statistics Office in order to have a harmonised database between member states. The LMP database for 2009 has been compiled and forwarded to NSO for eventual transmission to EU.

MCAST Tracer Study

The data of MCAST school leavers as at end June 2010 was analysed in order to determine their path into employment or unemployment. Those who could not be traced as jobseekers or employed have been contacted to offer them ETC training courses to improve their chances of securing eventual employment. This tracer study is carried out on a quarterly basis.

Legislation Update

In order to reflect the current trends in the labour market operations, the Legal Notice 110/93 is currently being revised. An update of the legal notice is envisaged for the first months of 2011.

Labour Market Shortages

Determination of labour market shortages and skills audit exercises were discussed in a number of meetings held by CEDEFOP.

The Labour Market Information Unit also provided regular reports/feedback to the Chairperson of the Employment Committee (EMCO) Indicators Group meetings. The Indicators Group is a technical sub-group of the Employment Committee of the European Commission, whose objective is to come up with the ideal indicators to describe the selected labour market indicators listed in the National Reform Programme.

Employment Licences

To facilitate processing employment licences, guidelines were drawn up and published on the Corporation's website. Reasons for rejection of employment licences also started being submitted to employers to inform and better guide applicants.

A tender for law compliance services was also issued and awarded. The Corporation has thus a separate group of Law Compliance Officers whose remit is to check that the conditions on Employment Licences are observed.

During 2010, a total of 14,157 requests for the issue of employment licences were processed.

Employment licences have a moving history. Whilst some are issued, others are cancelled, revoked or not renewed. At the

end of 2010 there were 8,963 active licences representing a 23% increase on end 2009.

Out of the total number of active licences at the end of 2010, 5,046 licences were issued to EU nationals, their family members or dependents; an aggregate of 2,529 licences were issued to Long-Term Residents and Third Country Nationals, whilst the rest, i.e. 1,388, were issued to persons having Refugees status.

Figure 3: Number of Training Participants



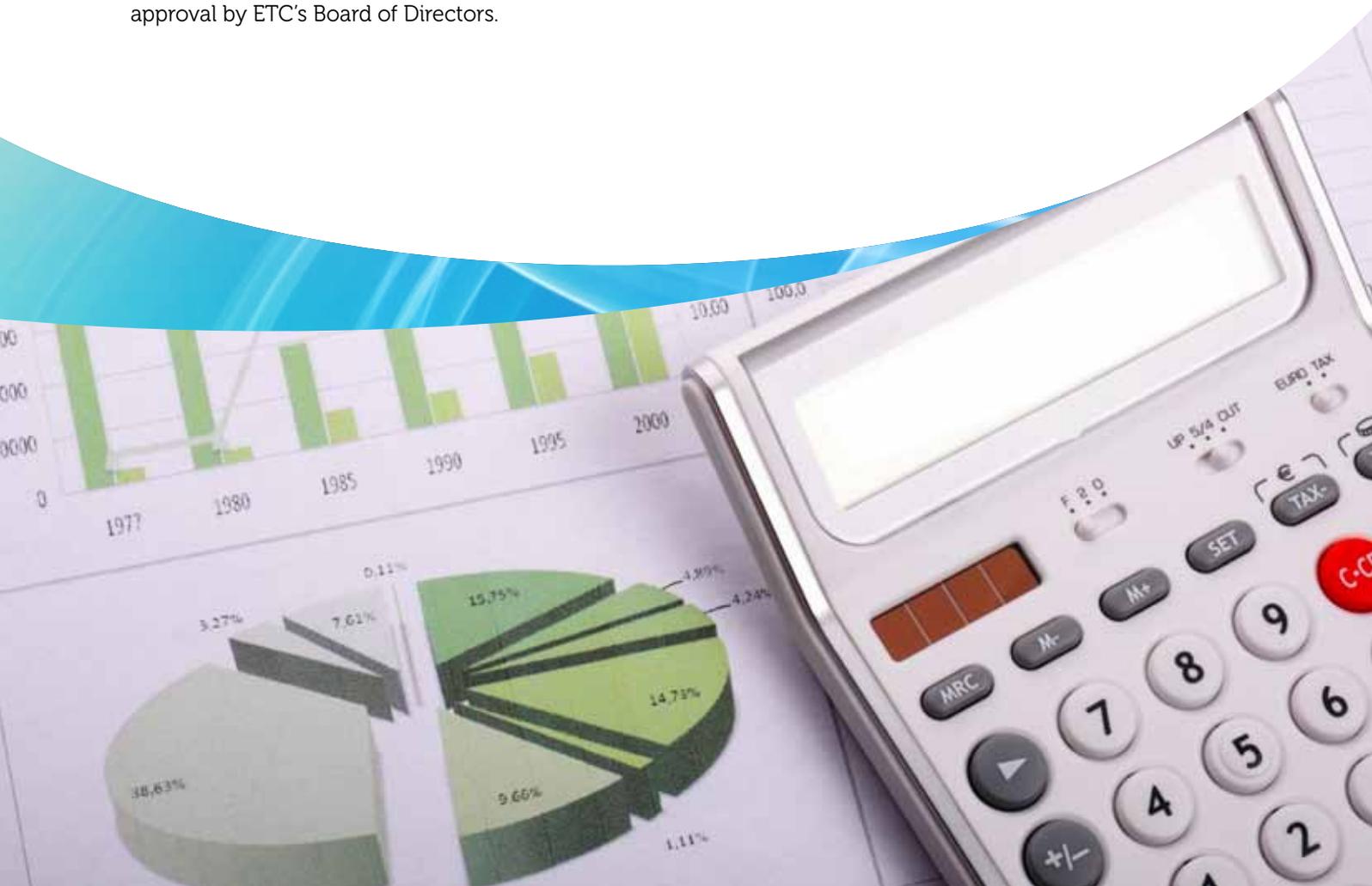
Financial Services

The Financial Services Division maintained its support in tender processes and provided assistance in the formulation of tender documentation and in the administration of tendering procedures according to public procurement regulations.

During 2010, 50 tenders co-funded by EU Funds, namely ESF, ERDF and EURES, as opposed to 33 in the previous year, and 13 tenders funded by the Corporation, compared with 14 in 2009, were issued. The global value of tenders awarded during 2010 amounted to over €3,666,000.

Support was further provided to tender adjudicating committees, including preparation of relevant reports for approval by ETC's Board of Directors.

During the year under review the finance section continued to issue monthly management accounts as well as the processing of payrolls on a monthly basis by direct credit. The section is also involved in the preparation and control of the budgetary estimates of the Corporation as well as being entrusted with the preparation of claims for re-imbusement with regards to amounts paid in connection with ESF projects.



Human Resources and Corporate Social Responsibility

During 2010, a Training Needs Analysis was conducted to identify areas in which personnel may receive training, namely, supervisory skills, cost management and analysis, personal development, customer care, basic first aid and fire-fighting. At present, 34.2% of the Corporation's workforce is qualified to tertiary level.

A number of information sessions were also held to inform staff of various topics deemed of interest, including: discrimination at the workplace, asylum seekers and their effect on society, and labour market trends for migrant workers.

In May 2010, the HR department embarked on a job evaluation review of position descriptions.

CORPORATE SOCIAL RESPONSIBILITY ACTIVITIES

As part of the Corporation's corporate social responsibility, the yearly blood drive tradition was maintained and the turnout was positive.

Again, ETC staff was also very active in fundraising activities with proceeds going to Puttinu Cares. A group of employees participated once more in the swimming marathon organised by The Park of Friendship while a voluntary work day was held at St. Joseph Home in Santa Venera.

Restoration Projects

The ETC complex in Hal Far occupies what once were the offices of the Royal Air Force. The offices were opened in 1929 and the complex was enlarged over time. Part of it was demolished during World War II and it was re-built after the war.

As part of the Corporation's twentieth anniversary, ETC embarked on a number of restoration projects of its complex. Various commemorative plaques, dating back to the British period, were restored to their former state. However, the largest project of all was the re-opening of what was an underground sick-bay. This underground sick-bay was built after WWII, at the height of the Cold War. It was

built to serve as an underground first aid clinic for RAF servicemen. The first aid symbol (red cross over a white background) was still visible on the metal door leading to the underground bunker.

A number of ETC employees took up the challenge to voluntarily clean the place and restore it to its former glory. A new electricity system has been installed and research was conducted on the place. The place has been turned into a war museum, putting light on the history of the Hal Far airfield, which was a strategic location during the War. Its strategic importance provided a base for a number of flying units that disembarked from carriers carrying different important missions besides providing armament training by squadrons on their arrival. The museum houses a number of Allied and Axis model aircraft, as well as a model of the airfield itself.

The Underground Sick-Bay was re-opened by the Hon. Lawrence Gonzi, Prime Minister of Malta, during his visit to ETC in 2010, as part of the Corporation's twentieth anniversary celebrations.

STAFF WELFARE

Once again, the quarterly e-newsletter covered various interests, ranging from training activities to "getting to know" fellow colleagues.



Prime Minister Lawrence Gonzi with volunteers who helped in the restoration of the Underground Sick Bay

Health and Safety at the workplace

The Health and Safety Committee conducts regular risk audits, including health and safety training programmes for all staff and dissemination of regular health and safety tips. All health and safety requests made to the Health and Safety Helpdesk, set up to address health and safety issues faster, were tackled.

Childcare Centre

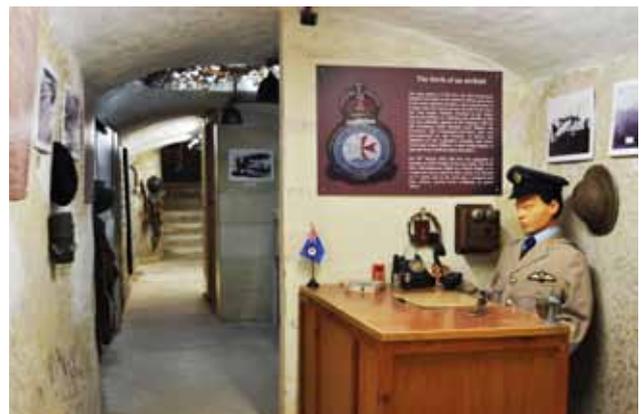
The childcare centre remains a very important element in the Corporation's quest for excellence in family-friendly working conditions. An identification system – meant to identify those parents / guardians that may collect their children - was introduced to increase security whilst programs for children have been standardised.



CSR Day 2010 at St Joseph Home, St Venera



CSR Day 2010 at St Joseph Home, St Venera



The restored underground Sick Bay at ETC

Public Relations, Marketing and Customer Care

During 2010, the Corporation continued to implement several EU-funded projects. Each project has its own marketing campaign awarded through tender which would have been construed with the unit's input. These marketing campaigns are then outsourced to external advertising agencies or consortia.

The unit's role is to continuously liaise with the selected agencies to ensure that the message was correctly formulated and in line with the Corporation's overall objectives. The unit also ensures that the campaigns adhere to terms of reference and tender obligations.

As in previous years, ETC continued to keep its clients informed through email of its various initiatives, namely, employment exposure schemes and training programmes. Direct marketing has – as always - proven to be the most cost-effective way to reach these clients. Other marketing communication methods deployed include TV and radio and the use of sms's.

The unit is also responsible to continuously maintain relationships with the media. These were invited to cover various ETC events considered of public interest, while 13 press releases were sent with information of various initiatives. Several queries from journalists were also handled, whilst several articles were written on ETC's major schemes and initiatives.

The unit has also been closely reviewing the various Corporation forms and documents that are handed over to clients to ensure that these are written in simple English and Maltese and that these are clearly understood by clients and therefore leave no room for misinterpretation which would otherwise lead to a disservice to our clients.

The unit continued works on the new ETC website which is expected to be launched in 2011. The new website is expected to provide more information to clients.

During 2010, the tender for the upgrading of the PABX continued and the Corporation is expected to upgrade its call centre by 2011.

A complaint handling system was introduced to provide the Corporation with an official complaint handling mechanism, the aim of which is to ultimately provide a better service to the Corporation's clients.



Billboard as part of the I CAN campaign

A complaint handling system was introduced to provide the Corporation with an official complaint handling mechanism, the aim of which is to ultimately provide a better service to the Corporation's clients



ETC stand at the Learning Expo 2010

Appendix

Profile of Trainees Attending ETC Training Programmes - Malta Financial Year January 2010 - December 2010

TRAINING PROGRAMME TITLE	Total Number of Trainees	Gender		Age Groups			
		Males	Females	16 - 24	25 - 39	40 - 54	55 +
Basic Skills							
Basic English - Level 1	133	113	20	29	62	33	9
Basic English - Level 2	118	99	19	39	53	23	3
Basic English - Level 3	54	39	15	11	27	14	2
Basic English - Level 4	38	24	14	10	15	9	4
Basic English - Level 5	0	0	0	0	0	0	0
Basic English - Level 6	0	0	0	0	0	0	0
Basic Maltese - Level 1	137	129	8	18	38	69	12
Basic Maltese - Level 2	71	63	8	10	27	30	4
Basic Maltese - Level 3	34	33	1	0	11	19	4
Basic Maltese - Level 4	23	21	2	2	9	7	5
Basic Maltese - Level 5	11	11	0	0	4	4	3
Basic Maltese - Level 6	24	10	14	4	12	7	1
Empowerment Skills for Women	0	0	0	0	0	0	0
English for Foreigners	39	31	8	9	25	5	0
Maltese for Foreigners	77	40	37	9	38	24	6
Microsoft Digital Literacy	656	410	246	78	208	248	122
Numeracy Skills	0	0	0	0	0	0	0
Women for Employment	64	0	64	5	22	27	10
Microsoft Digital Literacy (Playmobil)	0	0	0	0	0	0	0
Microsoft Digital Literacy (Trelleborg)	0	0	0	0	0	0	0
Basic Skills	16	15	1	8	8	0	0
Maltese for Foreigners continuity	5	5	0	0	3	2	0
Sub Total	1500	1043	457	232	562	521	185
Job Skills							
Job Club	477	382	95	51	128	247	51
Job Search	2763	2227	536	694	806	907	356
Job Skills	728	601	127	135	174	281	138
Sub Total	3968	3210	758	880	1108	1435	545

TRAINING PROGRAMME TITLE	Total Number of Trainees	Gender		Age Groups			
		Males	Females	16 - 24	25 - 39	40 - 54	55 +
IT Related							
A+PC Technician	39	36	3	20	10	7	2
Advanced ECDL - AM3 - Word Processing	64	30	34	25	18	18	3
Advanced ECDL - AM4 - Spreadsheets	42	17	25	13	16	11	2
Advanced ECDL - AM5 - Databases	31	12	19	15	10	4	2
Advanced ECDL - AM6 - Powerpoint	51	19	32	21	16	10	4
ECDL Modules 1 to 7 (All Modules)	123	65	58	10	84	27	2
ECDL Modules 1, 5 & 6	0	0	0	0	0	0	0
ECDL Modules 1, 5, 6 & 7	104	53	51	26	38	31	9
ECDL Modules 2, 3 & 4	606	308	298	186	208	155	57
ECDL Modules 2, 3, 4 & 7	0	0	0	0	0	0	0
My Web	0	0	0	0	0	0	0
My Web +	0	0	0	0	0	0	0
Programming in Java	0	0	0	0	0	0	0
Programming in Visual Studio	0	0	0	0	0	0	0
Sage Line 50 - Level 1	109	40	69	49	25	24	11
Sage Line 50 - Level 2	8	1	7	3	5	0	0
Sage Line 50 - Level 2 & 3	0	0	0	0	0	0	0
Sage Line 50 - Level 3	0	0	0	0	0	0	0
Unix & C Programming	0	0	0	0	0	0	0
Web Design	0	0	0	0	0	0	0
ECDL Modules 1-7 (Playmobil)	0	0	0	0	0	0	0
ECDL Modules 1-7 (N.A.O)	0	0	0	0	0	0	0
ECDL Modules 1-7 (Westin)	0	0	0	0	0	0	0
ECDL Modules 2, 3 & 4 (Trelleborg)	0	0	0	0	0	0	0
The Use of Smartboard	23	14	9	0	5	8	10
ECDL Modules 2, 3 & 4 (CCF)	0	0	0	0	0	0	0
Powerpoint For Trainers	5	4	1	0	0	1	4
ECDL Module 3 (Farsons)	38	16	22	1	18	14	5
ECDL Module 4 (Farsons)	44	24	20	5	18	16	5
Sub Total	1287	639	648	374	471	326	116

TRAINING PROGRAMME TITLE	Total Number of Trainees	Gender		Age Groups			
		Males	Females	16 - 24	25 - 39	40 - 54	55 +
Office Related							
Basic Sales Techniques	99	33	66	57	25	13	4
Call Centre Agent	77	23	54	32	18	24	3
Freight & Shipping	68	35	33	20	32	12	4
Front Office Management	0	0	0	0	0	0	0
Marketing	32	12	20	14	14	3	1
Office Practice (Office Skills) - Level 1	99	21	78	53	24	19	3
Office Practice (Office Skills) - Level 2	26	4	22	14	7	4	1
Shipping Operations	0	0	0	0	0	0	0
Store Keeping	211	192	19	86	55	54	16
Travel Agency & Airline	73	22	51	33	29	9	2
Travel Agency & Airline (Basic)	0	0	0	0	0	0	0
Travel Agency & Airline (Standard)	0	0	0	0	0	0	0
Sub Total	685	342	343	309	204	138	34
Hospitality							
Accommodation Operation and Services Basic (Housekeeping)	28	1	27	10	9	9	0
Accommodation Operation and Services Intermediate (Housekeeping)	0	0	0	0	0	0	0
Accommodation Operation and Services Advanced (Housekeeping)	0	0	0	0	0	0	0
Advanced Food Service Theory and Practice	0	0	0	0	0	0	0
Advanced Pastry and Baking	0	0	0	0	0	0	0
Bar Operations - Level 2	0	0	0	0	0	0	0
Basic Bar Operations	31	21	10	12	12	5	2
Basic Food Service Etiquette	9	3	6	0	2	4	3
Basic Food Service Theory and Practice	0	0	0	0	0	0	0
Basic French for Hospitality	27	14	13	6	15	6	0
Basic German for Hospitality	24	10	14	5	12	5	2
Basic Italian for Hospitality	33	14	19	9	12	8	4
Basic Spanish for Hospitality	39	18	21	13	21	5	0
Basic Pastry and Baking	0	0	0	0	0	0	0
Intermediate Pastry and Baking	0	0	0	0	0	0	0
Certificate in Food Service - Level 1	5	4	1	0	2	3	0

TRAINING PROGRAMME TITLE	Total Number of Trainees	Gender		Age Groups			
		Males	Females	16 - 24	25 - 39	40 - 54	55 +
Commercial Cleaning	0	0	0	0	0	0	0
Food and Beverage Management	0	0	0	0	0	0	0
Food Handling Category A	38	27	11	8	9	15	6
Food Handling Category B	1951	1234	717	624	631	528	168
Food Preparation & Culinary Arts - Level 1	91	62	29	19	38	27	7
Food Preparation & Culinary Arts - Level 2	3	1	2	0	2	1	0
Intermediate Food Service Theory and Practice	0	0	0	0	0	0	0
Principles of HACCP	0	0	0	0	0	0	0
Room Attendants	11	8	3	1	3	6	1
Food Handling B (ITS)	455	288	167	228	140	67	20
Pest Control (ITS)	15	2	13	1	4	7	3
Food Handling A (ITS)	18	8	10	17	1	0	0
Sub Total	2778	1715	1063	953	913	696	216

General

Customer Care ADT	314	285	29	66	133	77	38
Dangerous Goods Driver A	62	62	0	3	29	22	8
Dangerous Goods Driver B	77	75	2	6	34	31	6
Dangerous Goods Driver C	0	0	0	0	0	0	0
Dangerous Goods Driver D	0	0	0	0	0	0	0
Local Warden	0	0	0	0	0	0	0
Local Warden - Refresher	0	0	0	0	0	0	0
Private Guard	181	149	32	47	49	71	14
Private Guard - Refresher	348	292	56	29	117	143	59
Sub Total	982	863	119	151	362	344	125

Trade

Carpentry and Joinery (City & Guilds 3528-01 and 3529-01)	61	58	3	21	21	11	8
Electrical Domestic Installations (Licence A)	95	92	3	34	43	16	2
Electrical Industrial Installations (Licence B)	0	0	0	0	0	0	0
Electrician's Mate - Basic (City & Guilds 3528-06 and 3529-06)	47	45	2	12	21	11	3
Electronics Engineering Skills (City & Guilds 3528-012 and 3529-012) (Evening)	6	6	0	1	3	1	1

TRAINING PROGRAMME TITLE	Total Number of Trainees	Gender		Age Groups			
		Males	Females	16 - 24	25 - 39	40 - 54	55 +
Electronics Engineering Skills (City & Guilds 3528-012 and 3529-012) (Morning)	25	25	0	10	12	2	1
Electronics Servicing - Basic Principles	0	0	0	0	0	0	0
Electronics Servicing - Level 2	0	0	0	0	0	0	0
Electronics Servicing - Level 3	0	0	0	0	0	0	0
Engineering Skills (City & Guilds 1155)	0	0	0	0	0	0	0
Foundation in Mechanical Engineering	0	0	0	0	0	0	0
Foundation in Pneumatics & Hydraulics	12	12	0	3	9	0	0
Gardening & Lanscaping	42	40	2	4	9	23	6
Handling of Power Tools in Electrical Engineering and Plumbing Installations	15	15	0	4	6	3	2
Health & Safety (City & Guilds 1100)	162	104	58	29	99	31	3
Lift Installation & Maintenance 1	51	51	0	10	22	18	1
Lift Installation & Maintenance 2	0	0	0	0	0	0	0
Metal Machining - Level 1	48	45	3	11	21	8	8
Metal Machining using Conventional Machinery (Lathes and Milling)	0	0	0	0	0	0	0
Plastering including Graffiato	9	9	0	4	2	3	0
Plumbing - Basic	47	46	1	9	21	14	3
Quality Assurance Systems & Controls	0	0	0	0	0	0	0
Refrigeration and Air Conditioning (City & Guilds 3529-09)	77	76	1	16	36	23	2
Shutter Form Work	25	25	0	11	11	2	1
Skills Proficiency Certificate in Electrical Engineering (City & Guilds 3529-08)	14	13	1	2	9	1	2
Skills Proficiency Certificate in Metal Machining (Workshop & Practice) (City & Guilds 3529-09)	0	0	0	0	0	0	0
Spray Painting (Vehicles)	48	47	1	30	12	4	2
Spray Painting (Wood)	14	13	1	3	8	2	1
Steel Fixing	39	39	0	11	21	6	1

TRAINING PROGRAMME TITLE	Total Number of Trainees	Gender		Age Groups			
		Males	Females	16 - 24	25 - 39	40 - 54	55 +
Stone Mason and Brick Laying	18	18	0	9	5	3	1
Surveying Techniques	0	0	0	0	0	0	0
Tile Laying (Wall and Floor Tiles)	40	40	0	10	19	8	3
VRT Testing - Class I	0	0	0	0	0	0	0
VRT Testing - Class II	6	6	0	2	3	0	1
VRT Testing - Class III	0	0	0	0	0	0	0
Welding	0	0	0	0	0	0	0
Welding - Basic Concepts	0	0	0	0	0	0	0
Welding - Advanced	0	0	0	0	0	0	0
Metal Machining - Playmobil	0	0	0	0	0	0	0
Electrical Engineering (Playmobil)	4	3	1	1	2	1	0
Sub Total	905	828	77	247	415	191	52
Management and Development							
Business Accounting Leading to 'O' Level	44	14	30	14	20	9	1
Business Accounting Leading to 'A' Level	9	3	6	1	2	3	3
Business Ethics	2	1	1	1	1	0	0
Customare Care	93	36	57	30	36	20	7
Effective Business Writing	9	2	7	2	5	2	0
First Line Management	31	15	16	3	19	8	1
Leadership Development	70	31	39	17	32	18	3
Payroll	51	10	41	15	24	9	3
Project Management	21	13	8	4	9	6	2
Time Management	39	16	23	10	18	9	2
Train the Trainer	0	0	0	0	0	0	0
Supervisory and Leadership	35	9	26	2	15	15	3
Customare Care Embassy	23	12	11	9	11	3	0
Customs Procedure	3	1	2	0	2	0	1
BMDP - Negotiating Skills	6	4	2	1	2	2	1
BMDP - Business Planning	13	9	4	2	8	3	0
SBM - Managing People	21	14	7	5	12	3	1
Train the Trainer	48	34	14	6	24	15	3
Sub Total	518	224	294	122	240	125	31
Care Workers							
Care Workers Elderly	62	12	50	8	26	25	3
Sub Total	62	12	50	8	26	25	3
MALTA TOTAL	12685	8876	3809	3276	4301	3801	1307

Appendix

Profile of Trainees Attending ETC Training Programmes - Gozo Financial Year January 2010 - December 2010

TRAINING PROGRAMME TITLE	Total Number of Trainees	Gender		Age Groups			
		Males	Females	16 - 24	25 - 39	40 - 54	55 +
Basic Skills							
Basic English - Level 1	10	10	0	4	6	0	0
Basic English - Level 2	6	5	1	2	1	3	0
Microsoft Digital Literacy	43	18	25	6	13	15	9
Sub Total	59	33	26	12	20	18	9
Job Skills							
Job Search	256	159	97	98	125	33	0
Job Skills	18	11	7	18	0	0	0
Sub Total	274	170	104	116	125	33	0
IT Related							
Advanced ECDL - AM3 - Word Processing	10	5	5	1	9	0	0
Advanced ECDL - AM4 - Spreadsheets	10	5	5	2	8	0	0
Advanced ECDL - AM5 - Databases	9	4	5	2	7	0	0
Advanced ECDL - AM6 - Presentations	10	4	6	3	7	0	0
ECDL Modules 1 to 7 (All Modules)	3	1	2	1	1	1	0
ECDL Modules 1, 5 & 6	0	0	0	0	0	0	0
ECDL Modules 1, 5, 6 & 7	6	2	4	4	1	1	0
ECDL Modules 2, 3 & 4	23	8	15	5	7	9	2
Sub Total	71	29	42	18	40	11	2
Office Related							
Basic Sales Techniques	20	1	19	5	11	4	0
Office Practice (Office Skills) - Level 1	13	1	12	6	6	1	0
Sub Total	33	2	31	11	17	5	0
Hospitality							
Certificate in Food Service - Level 1	1	0	1	1	0	0	0
Food Handling Category B	309	160	149	71	103	94	41
Food Preparation & Culinary Arts - Level 1	19	8	11	4	6	6	3

TRAINING PROGRAMME TITLE	Total Number of Trainees	Gender		Age Groups			
		Males	Females	16 - 24	25 - 39	40 - 54	55 +
Food Preparation & Culinary Arts - Level 2	12	9	3	10	1	1	0
Pastry & Baking Level 1	11	6	5	4	2	4	1
Sub Total	352	183	169	90	112	105	45
General							
Customer Care ADT	52	45	7	14	24	10	4
Private Guard	6	6	0	2	3	0	1
Private Guard - Refresher	10	10	0	1	7	2	0
Sub Total	68	61	7	17	34	12	5
Business & Management Development							
Managing People	79	48	31	1	10	63	5
Sub Total	79	48	31	1	10	63	5
Management & Development							
Business Accounting Leading to 'O' Level	29	9	20	19	5	4	1
Sub Total	29	9	20	19	5	4	1
Trade							
Welding	29	29	0	13	8	7	1
Sub Total	29	29	0	13	8	7	1
TOTAL GOZO	994	564	430	297	371	258	68
GRAND TOTAL MALTA AND GOZO	13679	9440	4239	3573	4672	4059	1375
Traineeship Scheme							
General Office Procedures and Skills	33	16	17	24	2	7	0
Call Centre	12	7	5	7	2	2	1
Refrigeration and Air-Conditioning	6	6	0	2	1	1	2
Industrial Machine Setting Skills	11	11	0	5	1	5	0
Food & Beverage Servicing	8	5	3	5	2	1	0
Woodwork	5	5	0	0	3	0	2
Sales Person	6	4	2	3	1	2	0
Freight & Shipping Clerks	5	3	2	4	1	0	0
GRAND TOTAL	86	57	29	50	13	18	5
Entrepreneurship Scheme							
Started Scheme	7	5	2	1	2	4	0
Mentoring	71	53	18	10	36	23	2
Completed Training	17	12	5	2	8	6	1
Presentation of Business Plan	7	7	0	0	3	4	0
Award of Enterprise Grant	10	10	0	1	1	7	1

PROFILE OF CLIENTS PLACED AND TRAINED FINANCIAL YEAR JANUARY 2010 - DECEMBER 2010

	Gender		Age Groups				Persons with disability	Special Cases		Social Cases		
	Male	Female	Total	16-24 years of age	25-39 years of age	40-54 years of age		55+ years of age	Ex-convicts		Ex-substance abusers	
Placed in jobs	2,200	1,843	4,043	1,956	1,174	740	173	112	109	16	29	19
Personal Action Plan (New)	3,021	1,070	4,091	1,103	1,168	1,353	467	563	169	28	36	29
Personal Action Plan (Review)	16,281	4,414	20,695	5,009	6,382	7,028	2,276	6,506	1,236	413	682	272
Total Personal Action Plan	19,302	5,484	24,786	6,112	7,550	8,381	2,743	7,069	1,405	441	718	301
Utilisation of schemes:												
Employment Aid Programme	365	272	637	356	115	125	41	34	24	3	1	0
Bridging the Gap Scheme	71	10	81	28	33	20	0	--	31	21	18	11
Work Trial Scheme	206	171	377	239	72	56	10	74	7	2	1	0
Community Work Scheme	107	5	112	4	53	55	0	102	5	1	3	1
Youth Employment Programme	1,294	1,056	2,350	2,350	--	--	--	--	--	--	--	--
Trained through mainstream courses	9,440	4,239	13,679	3,573	4,672	4,059	1,375	2,532	539	141	216	73
Trained at the Corradino Correctional Facility	149	24	173									
Traineeship schemes (trainees enrolled)	57	29	86	50	13	18	5	--	--	--	--	--
Training Aid Framework (employees applied by employers)	3,839	3,165	7,004									
Entrepreneurship scheme (applicants)	5	2	7									
Apprenticeship schemes												
Technician Apprenticeship Scheme (TAS)	372	57	429									
Extended Skill Training Scheme (ESTS)	210	54	263									

* LTU - Long-term Unemployed
VLTU - Very Long-term Unemployed



The ETC Team during the 20th Anniversary Celebration 2010



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