
GUIDANCE AND OUTREACH FOR
INACTIVE AND UNEMPLOYED

MALTA





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The thematic perspectives series complements the general information on vocational education and training (VET) systems provided in 'VET in Europe' reports. The themes presented in the series feature high on the European agenda.

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Guidance and outreach for inactive and unemployed

Many countries across the European Union (EU) have high levels of unemployment and of inactive adults. These phenomena are frequently associated with low levels of qualification and insufficient basic skills. They may also reflect lack of adjustment between skills demanded in the labour market and skills developed in formal education and training. In both cases up-skilling and re-skilling solutions could be explored to increase the employability of adults.

The national reports developed by ReferNet partners reflect efforts done by Member States to reach vulnerable groups affected by unemployment and inactivity and help them reengage in learning and employment. The reports refer, in particular, to measures which may include young adults not in employment, education or training (NEET) and adults undergoing long term unemployment (LTU), given their persistence in many countries and the high challenges these groups face.

The policy strategies and initiatives in focus shed light over ways to support the most vulnerable to find learning and qualifying solutions. Career guidance and counselling support to people with decaying skills, low levels of motivation and insufficient basic skills are addressed. Its instrumental role in providing information, identifying skills needs, clarifying career options and developing positive attitudes towards learning is made clear.

Whenever possible, outreach measures were described, addressing the ones who fall out of the scope of standard policies to support registered unemployed or recent education drop-outs. Many reports entertain an important discussion on the entitlement to social protection and its effectiveness in addressing the challenges of all demographic groups.

Lastly, Cedefop trusts that these reports will provide an important characterisation of current opportunities and challenges across the EU in establishing appropriate upskilling pathways for adults. Current European policy initiatives urge MS to integrate skills assessment measures with flexible learning and validation solution, where guidance services and outreach will necessarily play a key role.

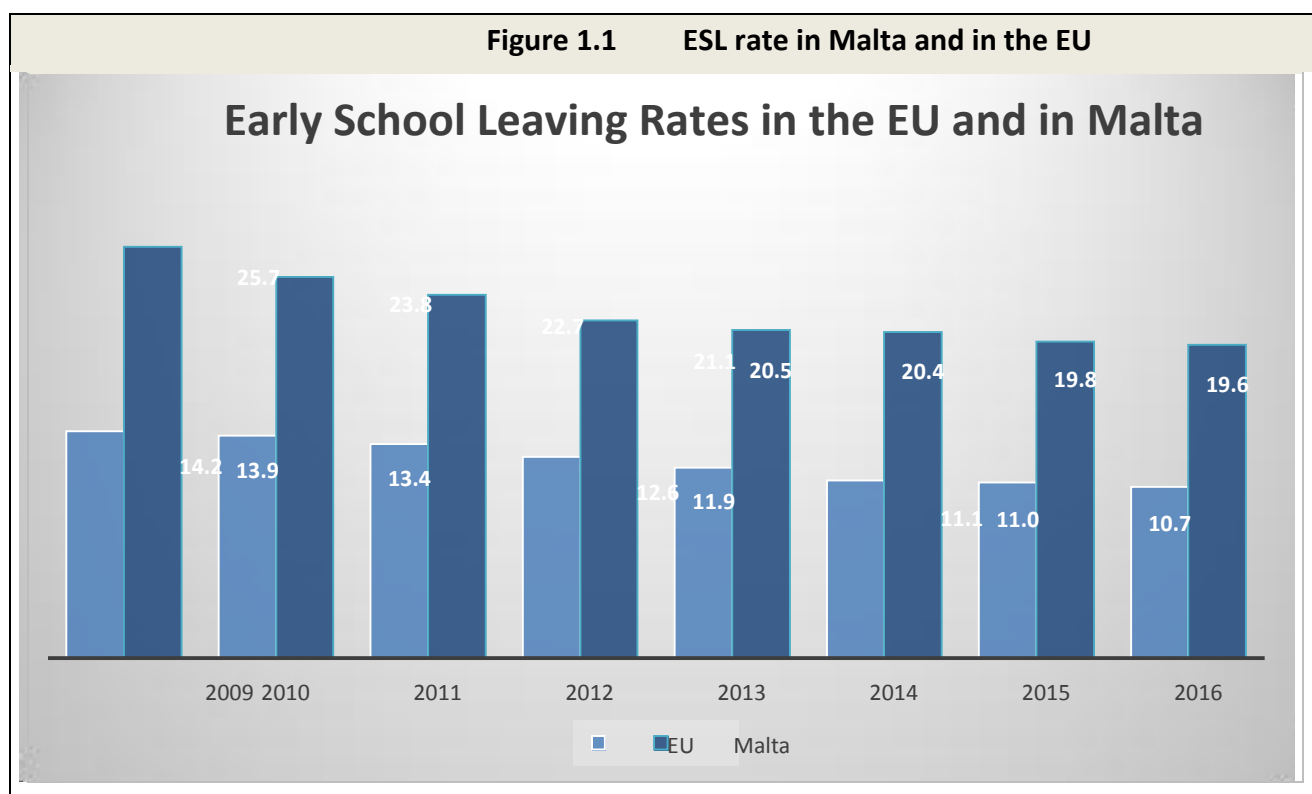
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CHAPTER 1.

Synopsis of relevant indicators and issues related to the NEETs and long-term unemployed

Early School Leaving (ESL) in Malta refers to those aged between 18 and 24 who failed to obtain a grade between 1 and 7 in at least five Secondary Education Certificate examinations or year 11 school-based annual examinations or equivalent – such as a Foundation Certificate from the Malta College of Arts, Science and Technology (MCAST) – and who are not in education or training.



Source: Eurostat (2016) ⁽¹⁾

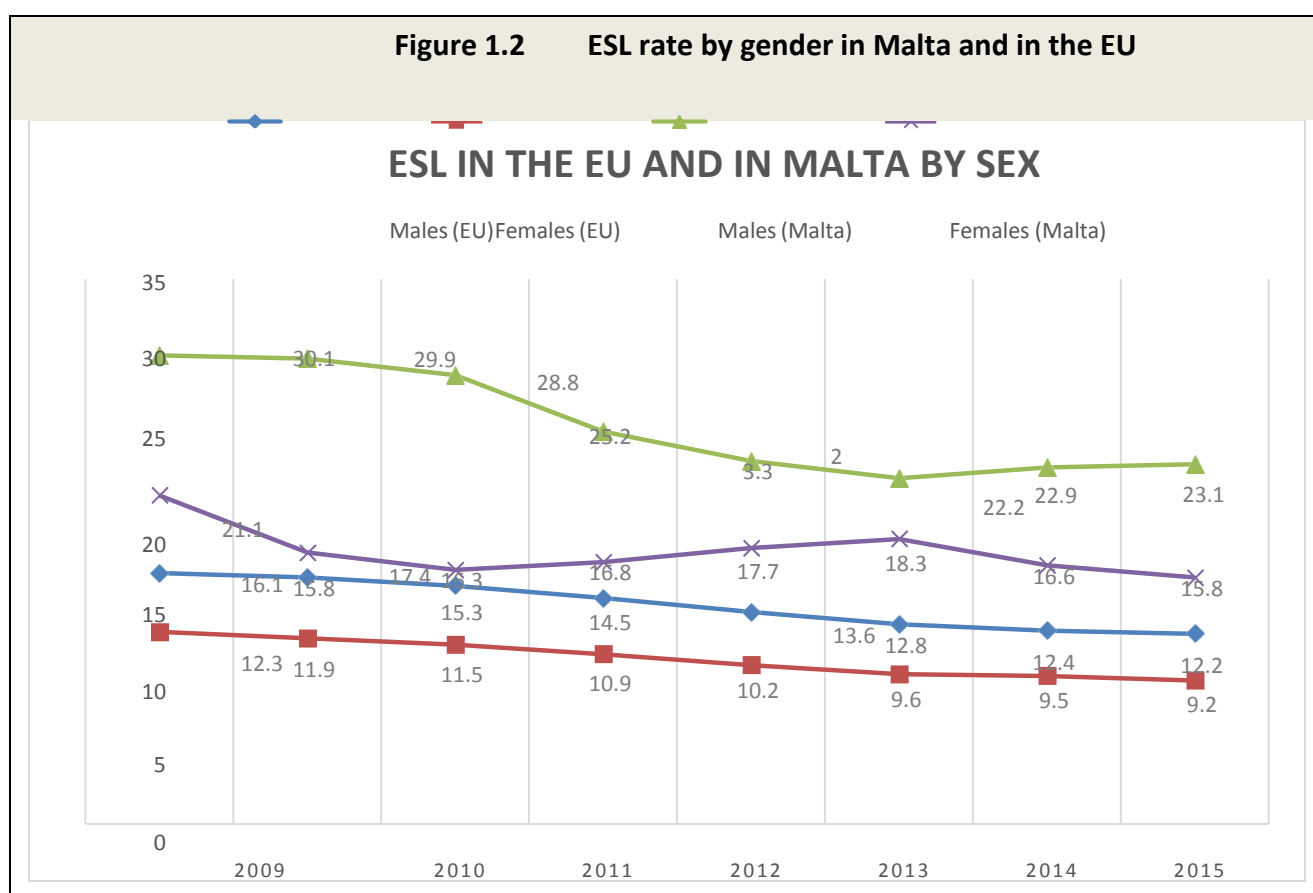
By 2020, the EU aims to reduce ESL to less than 10%. Malta has the same target. The ESL rate in the EU has decreased from 14.2% in 2009 to 10.7% in 2016. In Malta, it dropped from 25.7% in 2009 to 19.6% in 2016 (Fig 1.1). Although ESL in Malta has decreased at a faster rate than it has in the EU, in 2016 Malta was the country with the highest ESL rate in Europe.

⁽¹⁾ Available at http://ec.europa.eu/eurostat/statistics-explained/index.php/Early_leavers_from_education_and_training

Table 1.1 ESL rate for Malta								
Year	2009	2010	2011	2012	2013	2014	2015	2016
Males	30.1%	29.9%	28.8%	25.2%	23.2%	22.2%	22.9%	23.1%
Females	21.1%	17.4%	16.3%	16.8%	17.7%	18.3%	16.6%	15.8%
Total	25.7%	23.8%	22.7%	21.1%	20.5%	20.4%	19.8%	19.6%

Source: Eurostat (2016) ⁽²⁾

As can be seen from Table 1.1, in 2016 the ESL rate in Malta was higher among males (22.9%) than females (16.6%), similarly to the case in the EU (Eurostat, 2016) where the male ESL rate was 12.4% and the female ESL rate was 9.5%. Yet, the difference between sexes was more pronounced in Malta.



Source: Eurostat (2016) ⁽³⁾

⁽²⁾ Available at http://ec.europa.eu/eurostat/tgm/refreshTableAction.do?tab=table&plugin=1&pcode=t2020_40&language=en

⁽³⁾ Available at http://ec.europa.eu/eurostat/tgm/table.do?tab=table&plugin=1&language=en&pcode=t2020_40

When expressed in relation to the population of the same age, the NEET rate for 18 to 24-year olds in the EU has only decreased slightly from 16.1% in 2009 to 15.1% in 2016 (Eurostat, 2017). The NEET rate is significantly lower in Malta, and it decreased from 11.1% in 2009 to 8.4% in 2016.

Table 1.2 NEETs rate for Malta								
Year	2009	2010	2011	2012	2013	2014	2015	2016
Males	10.1%	9.5%	10.7%	9.9%	9.9%	9.2%	9.1%	6.8%
Females	12.1%	11.3%	11.4%	12.8%	10.3%	11.6%	11.7%	10.1%
Total	11.1%	10.4%	11.0%	11.3%	10.1%	10.4%	10.4%	8.4%

Source: Eurostat (2017) ⁽⁴⁾

In 2016, the EU rate for unemployed persons under 25 years of age was 18.7% compared to 20.3% in 2009 (Eurostat, 2017). Malta has one of the lowest rates of youth unemployment: 11.6% and 11.3% in 2015 and 2016 respectively (Table 1.3). In both years, the number of unemployed males was higher than that of unemployed females.

Table 1.3 Youth unemployment rate for Malta								
Year	2009	2010	2011	2012	2013	2014	2015	2016
Males	16.2%	14.4%	13.7%	13.5%	15.2%	13.8%	13.8%	12.3%
Females	12.5%	11.8%	12.9%	14.7%	10.4%	9.7%	9.4%	10.3%
Total	14.5%	13.2%	13.3%	14.1%	13.0%	11.8%	11.6%	11.3%

Source: Eurostat (2016) ⁽⁵⁾

The contrasting high ESL rate and low youth unemployment rate indicate that while the economy is currently creating jobs for low-skilled young adults, there is still the need to reach out to young people who are low-skilled and thus in danger of becoming NEETS or who are in dead-end or unstable jobs.

Registered unemployment and long-term unemployment

The number of persons registering for work stood at 2,912 in December 2016 as compared to 4,615 in the same month of 2015. This represents a significant decrease of 37% in just one year. The duration of unemployment decreased for all groups with the largest decrease recorded among persons who had been registering for over one year. Young persons accounted for 11.7% of total unemployment while persons with disability represented 12.2% of total registered unemployment in December 2016.

35% of registered unemployed men sought occupations as clerical and craft and related trades workers whereas 61% of women sought occupations as clerical, service and sales workers.

⁽⁴⁾ Available at http://ec.europa.eu/eurostat/statistics-explained/index.php/Statistics_on_young_people_neither_in_employment_nor_in_education_or_training#NEETs:_analysis_by_sex_and_age

⁽⁵⁾ Available at http://ec.europa.eu/eurostat/statistics-explained/index.php/Unemployment_statistics#Unemployment_trends

The number of long-term unemployed persons decreased from 3,562 in December 2013 to 1,188 in December 2016. Yet, the long-term unemployed still represent almost 41% of total registered unemployment. Of these 1,188 long-term unemployed, 907 were men and 281 were women.

Jobsplus' unemployment register is a dynamic register which is increasingly being used by persons in genuine search of employment. Despite the high number of registrations, the stock at the end of the year is the lowest ever recorded. This means that the register is now addressing frictional rather than structural unemployment and is no longer serving as a convenient depository for passive jobseekers who make a livelihood on unemployment and social benefits.

CHAPTER 2.

Existing national strategies in employment which make use of outreach

Registration services

Jobsplus is Malta's public employment service. It maintains the national register of persons seeking employment among other functions. New jobseekers are being registered and immediately assigned to their respective Employment Advisor by giving them an appointment within two weeks' time. On the first encounter, Employment Advisors together with the clients draw up a Personal Action Plan coming up with specific activities that the registrants need to perform and report back at the next meeting which is held within another two weeks. This process repeats itself fortnightly. The caseload of registered jobseekers has been classified by locality and so jobseekers can access services from the nearest Job Centre. These improvements have reduced service costs and improved customer service.

Jobseeker advisory services

Jobseeker advisory services consist of assessment and profiling, caseload management and guidance and counselling, placement or referral to training. Each jobseeker is assessed and profiled by the caseload Employment Advisor. Based on the information obtained during this process, the jobseeker is guided about the job he/she can undertake and the relevant training programmes available. Once an agreement is reached between the Employment Advisor and the jobseeker, a personal action plan is drawn up. In 2016, 2,443 new personal action plans were developed for registered jobseekers. In addition, 13,715 personal action plan reviews and follow-ups were carried out. Through these action plans and also through other interview exercises organized during the year, a total of 3,590 persons were referred for training. The Corporation started offering jobseekers who are uncertain of which career to follow, or those who need to undergo a change in career, the opportunity to carry out a career test. The career test is either completed directly by jobseekers or else with the assistance of an Employment Advisor.

Jobsplus created also a new hierarchy of qualifications that match employer requirements with jobseekers' qualifications. This hierarchy of qualifications ranges from the very specific (a particular course/qualification issued by a particular

institution) to the more generic (level, topic and/or subject. This new qualification database has been integrated in the client profiling and vacancy matching system. It has also been a milestone in the enhancement launched by Jobsplus as part of its new website and matching system. Jobsplus also launched a new online matching system that features the matching of job preference, qualifications, work experience, skills and competences.

Apart from dealing with registered jobseekers, the Corporation's employment advisors took an active part in recruitment drives with a number of local organisations and in facilitating the re-employment of persons affected by main redundancy. A number of information sessions for youth was organized by the Jobseekers' Advisory Services in cooperation with LEAP⁽⁶⁾ and Aġenzija Żgħażaġħ⁽⁷⁾. Jobsplus services for youth were promoted in secondary schools and in job fairs.

NEET Activation Scheme II

The Youth Guarantee Office launched the NEET Activation Scheme II which aims at encouraging the re-integration of young people who are detached from the education system or from the labour market through targeted intervention and empowerment. Through this scheme, participants are individually profiled and receive personalised assistance from assigned youth workers. They also get motivational and behavioural training intervention covering topics such as:

- Guidance on employment
- Communication skills

⁽⁶⁾ The LEAP Project began in 2013 when an EU project was launched aiming at 'Building the future together, promoting social mobility'. The project aims to combat social exclusion and poverty through a number of interventions which include the development of a cluster based network system at both regional and local levels which will help foster social cohesion and mobility in various vulnerable localities. Upon the successful completion of the EU funded LEAP project, the Ministry for the Family and Social Solidarity chose to continue on the successful aspects that LEAP has lead to. The LEAP project is now developed as a LEAP Programme which is part of the National Strategic Policy for Poverty Reduction and for Social Inclusion. This strategic policy reflects Malta's ongoing commitment to reduce poverty and social exclusion by promoting the wellbeing and improving the quality of life for all. It focuses on 4 population groups: (i) children, (ii) elderly, (iii) unemployed, and (iv) working poor. This policy focuses on 6 key dimensions that can determine or alleviate poverty and social exclusion, namely (a) income and social benefits, (b) employment, (c) education, (d) health and environment, (e) social services, and (f) culture. It is aimed at vulnerable individuals so as to help them integrate within the labour market. At the moment there are 11 Leap centres in Malta.

⁽⁷⁾ Aġenzija Żgħażaġħ is the National Youth Agency It was established in 2011 to promote the interests of young people and to provide assistance to youth organisations and young people to achieve their potential.

- CV writing skills

This training enables participants to develop skills that are necessary for them both as members of society and as prospective employees. Following this initial phase, young people are requested to either further their training through continued education or participate in work exposure leading to an offer of traineeship. This initiative is one of the key actions of the Strategic Plan for the Prevention of ESL in Malta. It is one of the Compensation measures included in the plan, which is aimed at young people leaving compulsory school without the necessary qualifications and competences and thus at risk of becoming early school leavers or NEETS.

Youth Guarantee

The Youth Guarantee Scheme plays a dual role and offers a number of preventive, supportive and compensating measures. It comprises four main initiatives for young people who would have just completed compulsory schooling or who are not in education, employment or training. These youth are offered opportunities for education, training and personal assistance, thereby facilitating their transition from education to gainful employment, and consequently improving their quality of life and social integration.

The services being offered are:

- Secondary Education Certificate (SEC) ⁽⁸⁾ Revision Classes programme for students who at the end of compulsory education (age 16) do not pass or get poor results in SEC Maltese, English Language, Mathematics, Biology and Physics. These classes are provided free of charge during the summer period. Throughout 2016, 770 students made use of the SEC Revision classes.
- Students who fail one of the exams of the foundation programmes at Levels 1, 2 or 3 at the Malta College for Arts, Science and Technology (MCAST) are given the opportunity to receive Remedial Classes during the summer period free of charge. 83 students benefitted from this initiative throughout the summer of 2016.
- The Summer ICT Course for ALP Students (ALP) ⁽⁹⁾ is targeted at meeting the needs of 15/16-year-old secondary school students who attend the Alternative

⁽⁸⁾ SEC is an acronym for Secondary Education Certificate. It is the certification that students finishing the five-year secondary education course attain after sitting for the Secondary Education Certificate (SEC) examinations. The accreditation of these vocational subjects as SEC subjects established parity of esteem with the other general academic subjects

⁽⁹⁾ The Alternative Learning Programme was set up in scholastic year 2013-14. It offers a VET oriented second chance to 16-year-olds not sitting for SEC examinations at risk of becoming early school leavers (ESL) or NEET.

Learning Programme in Paola. A two-tier ECDL course is offered to these students for which they are given a small stipend. Throughout 2016, 92 students attended this course.

The NEET Activation Scheme II is aimed at young people not in education, employment or training. The scheme consists of six weeks of tailor-made employability skills training and twelve weeks of work exposure. Participants are offered the support of a Youth Worker and are given a stipend throughout the scheme.

Experience has shown that the participating young persons need additional and ongoing support once they are placed with an employer. In order to facilitate the success of such placements, Jobsplus makes use of the services of job coaches who offer a personalised service that reflect the needs of participants. During 2016, 37 youths were assigned a job coach. Moreover, job coaches carried out 222 interventions in relation to their services.

Access to Employment Scheme

The Access to Employment Scheme (A2E) aims to assist disadvantaged persons and persons with disability to integrate into the labour market. Employers who engage eligible individuals receive a grant of €85 per week per new recruit for 26 weeks, 52 weeks or 104 weeks, depending on the target group. In the case of registered disabled persons, a grant of €125 per week for a maximum of 156 weeks is provided.

The target groups eligible to participate in this partly-ESF funded scheme are:

- Any person of age 24 and over who has been unemployed/inactive for the previous 6 months;
- Any person of age 24 and over who has been unemployed for the previous twelve months during which he/she participated in a traineeship with the applicant undertaking;
- Any person who is living as a single adult who has one or more dependants and is not in full-time employment;
- Any person of age 24 and over who has not attained an upper secondary educational or vocational qualification (ISCED 3) and who does not have a job;
- Any person older than 50 years who does not have a job;
- Any person who has been unemployed/inactive for the previous twelve months during which he/she has not benefited from a traineeship with the applicant undertaking and who belongs to one of the target groups (3) to (5);

- Any person of age 24 and over who has been unemployed/inactive for the previous 24 months during which he/she has not benefited from a traineeship with the applicant undertaking;
- Any person who is a registered disabled person under national law and is not in full-time employment.

On the 1st June 2015 the A2E was launched for target group 8 while on 2 November 2015 it was extended to target groups 1 to 7.

By the end of December 2016, there were 601 applications from 362 different employers for 683 participants. During 2016, 996 monitoring visits to establishments were carried out by Jobsplus officials to ascertain adherence to regulations by both employers and participants in the scheme.

Until the end of December 2016, 167 claims for part payment of the employment grant were made by employers. From the amount of claims received, 101 were paid with the aggregate value of the payments amounting to €0.3 million.

Training for Employment

The Training for Employment ESF funded project is also led by Jobsplus and has a number of initiatives with the aim to facilitate access to employment through the development of skills and competences. These initiatives are the Work Placement Scheme, the Work Exposure Scheme and the Traineeship Scheme. Under the Training for Employment Project (TEP), from January 2016 until the end of December 2016, Jobsplus placed 430 trainees within the Traineeship Scheme, 372 trainees within the Work Exposure Scheme and 72 within the Work Placement Scheme.

Work Programme Initiative

The Work Programme initiative targets the long-term unemployed. Jobsplus, together with three private sector Service Providers, are working to help long-term job seekers re-integrate in the labour market. The Work Programme structure is based on a process that should lead the participant to improve his/her employability skills in order to be placed in sustainable employment.

More detailed information can be found in one of the examples cited in this report.

Mature Workers Rule

The Mature Workers Scheme was once again available to employers recruiting persons aged between 45 and 65, who have been registering for work on Parts 1 and 2 of the unemployment register for the preceding six months. Eligible employers who apply for the tax deduction under this Rule have their income tax deducted pro-rata receiving up to maximum of €11,600 in tax deductions for the first two years of employment for each employee employed under the scheme, thus saving up to €5,800 per annum. Employers are also eligible for further tax deduction equivalent to 50% of the cost of training up to a maximum of €400. Jobsplus promoted this scheme amongst employers. In 2016, 231 applications by employers were processed.

Inclusion services for vulnerable persons

During 2016, 173 vulnerable jobseekers (mainly drug addicts and inmates in correctional facilities) were placed in employment by Jobsplus. Of these, 86 individuals were placed in employment through cooperation agreements that Jobsplus has with Caritas⁽¹⁰⁾ and Oasi Foundation⁽¹¹⁾. In order to outreach to vulnerable jobseekers, Jobsplus's Employment Advisors hold personal sessions to provide assessment, career exploration and skills identification services to the clients on their caseload at the detoxification centre and at the local correctional facility.

Inclusion services for persons with disability

The Sheltered Employment Training Programme run by Jobsplus is a one year programme which offers the opportunity to clients with multiple disabilities to work within a simulated work environment and within groups under the constant supervision of job coaches. The job coaches' role is to emphasize punctuality, work ethics, independent living, communication and social skills in order to increase their ability to move from sheltered to supported and open employment. Clients have the opportunity to receive hands-on training in different work tasks such as light office

⁽¹⁰⁾ Caritas Malta was founded on the 11th November 1968. Caritas mission is to alleviate poverty and promote human development and social justice, witnessing to the Christian faith and Gospel values. In fulfilling its mission, it adheres to the Strategic Plan of Caritas Internationalis and Caritas Europa.

⁽¹¹⁾ The OASI Foundation in Malta promises a commitment to assist people in their continuous life-long education to enhance their self-awareness, mature growth and happy life, to accompany them in personal distress from desperation into hope and eventually to treat and lead those with the disease of addiction or alcoholism towards a recovery touched with a serene future.

work, assembly of products, packaging, and sorting. The clients have the opportunity to receive this training in actual workplace settings, under constant supervision and guidance. During 2016, forty individuals have been enrolled in this Programme.

Ninety-eight disadvantaged jobseekers benefited from pre-employment training. Sixteen of the participants were supported in making use of the public transport system thus improving their mobility. The Job Bridge Training Centre delivered information sessions to schools and various NGOs. The aim of these sessions was to raise awareness about Jobsplus' services for disadvantaged jobseekers. As part of this outreach programme about a hundred visits were made by staff from Jobsplus Bridge Training Centre to a number of NGOs and associations in Malta and Gozo.

Through in 2016 Jobsplus entered into a partnership agreement with the Lino Spiteri Foundation ⁽¹²⁾, Jobsplus is providing profiling and guidance, and placement services to persons with disability. These services are provided on a one-to-one or group basis through the Bridging The Gap Work Exposure Scheme.

One hundred and one vulnerable jobseekers and jobseekers with disability participated in the Bridging the Gap Scheme work exposure scheme during 2016. A tracer study conducted among participants between July 2015 and June 2016 showed that 70% were employed within 6 months of the scheme's completion. 94% of the persons with disability and 37% of the vulnerable jobseekers were employed within 6 months after the scheme's completion.

⁽¹²⁾ The Foundation was set up as a Public Social Partnership between the Employment & Training Corporation and the Empower Coop Ltd. The aim of the Foundation is to enhance inclusion through empowering individuals and working closely with civil society through a Council of NGOs that will support and guide the direction of the organisation. In its ethos, it aims to give a voice to vulnerable groups within society and increase their potential as gainfully employed people contributing to society and the economy.

CHAPTER 3.

Examples of practices for NEETs and long-term unemployed

3.1 NEET Activation Scheme II

It is empirically evidenced that long-term disengagement from the labour market drastically reduces the probability of employability, thus exposing individuals to a higher chance of falling into poverty and social exclusion. Through a number of preventive, supportive and reactive measures, Malta's Youth Guarantee Implementation Plan focuses on NEETs and youth who are potentially at risk of becoming NEETs. Government, through Jobsplus (Malta's PES), launched the NEET Activation Schemes I which ran from April 2014 to December 2015. In September 2016, Government then launched the NEET Activation Scheme II. 354 participants enrolled in the programme, of which 60 completed the theoretical programme, and 185 completed the full programme including work experience.

The aim of the NEET Activation Scheme II is to encourage the re-integration of young people who are detached from the education system or from the labour market through targeted intervention and empowerment. NEETs are not a homogeneous group and their contextual realities necessitate different interventions. Through this scheme participants are individually profiled, receive forty hours of personalized assistance from assigned youth workers and eighty hours of motivational and behavioural training intervention covering topics such as: guidance on employment; communication skills; and CV writing skills.

This training enables participants to develop skills that are necessary for them both as members of society and as prospective employees. Following this initial phase, young people are requested to either further their training through continued education or else participate in a work exposure, leading to an offer of traineeship. In both instances, participants receive an allowance that should be equivalent to the minimum wage – subject to a number of conditions including performance and attendance.

The below is an analysis of the effectiveness of the Youth Guarantee since its initiation, whereby the status as at February 2017 of Youth Guarantee participants is reviewed.

Number of unique participants (2014+2015): <u>3263</u>	<i>Of which as at end of February 2017:</i> • Number of unique participants in education: 1272 (39%) • Number of unique participants in employment: 1246 (38.2%) • Number of unique participants registering as unemployed: 92 (2.8%) • Number of unique participants with an unknown status: 653 (20%)
Number of unique participants (2016): <u>1093</u> ⁽¹³⁾	<i>Of which as at end of February 2017:</i> • Number of unique participants in education: 657 (60.11%) • Number of unique participants in employment: 135 (12.35%) • Number of unique participants registering as unemployed: 62 (5.67%) • Number of unique participants with an unknown status: 239 (21.87%)
Number of unique participants (2014+2015+2016): <u>4356</u>	<i>Of which as at end of February 2017:</i> • Number of unique participants in education: 1929 (44.28%) • Number of unique participants in employment: 1381 (31.7%) • Number of unique participants registering as unemployed: 154 (3.54%) • Number of unique participants with an unknown status: 892 (20.48%)

3.2 Work Programme Initiative

In line with the Council Recommendation on the integration of the long-term unemployed into the labour market, the Maltese Government is implementing the Work Programme Initiative (WPI). The main objective of The Work Programme Initiative is that of re-integrating the long-term unemployed into the labour market. This is administered by Jobsplus, in collaboration with the private sector.

⁽¹³⁾ There are 60 participants who by the end of 2016 had not yet exited from the Youth Guarantee (included the above figures).

This initiative consists of three phases: profiling, training and job placements. Within the initial phase, an individual profile is created based on the characteristics and aspirations of the participant. Following the profiling phase, the individual is given specific training in accordance to his or her profile. Finally, once the individual completes the training phase, he or she is integrated into employment. If the participant has not been placed in employment for at least 6 months out of 24 months from the date of the signing of the WPI contract, s/he is referred back to Jobsplus.

This initiative is targeted for long-term unemployed individuals aged 25 years and over, who are seeking full or part-time employment. These individuals need to be either:

- Persons registering with Jobsplus for 12 months over the last two years (not necessarily consecutive);
- Inactive persons who do not feature in the Jobsplus records (Employment/Unemployment) in the past 12 months.

The definition is interpreted more widely as those who are inactive and those with interruptions in registering unemployment are also incorporated.

This initiative was launched in October 2015 and to date there were 1,235 Job Integration Agreements signed. 1,195 completed the profiling phase and 770 completed at least one of the training programmes that are mandatory in order to be eligible to proceed to phase 3 (employment phase).

The long term unemployed are also currently attending several training courses apart from the mandatory ones in order to address upskilling and increase their chances of being placed into sustainable employment. To date, seventy-eight long term unemployed clients have progressed to the third phase. The other participants are actively being trained with the aim of progressing to the third phase. According to the Job Integration Agreement, the service providers have to deliver the profiling/assessment report within 8 weeks from the issuing by Jobsplus of the order of commencement of works and have a maximum of 8 weeks to commence the training from the date of communication from Jobsplus.

3.3 Guidance provision

In both practices a personalised face to face guidance is the norm. Upon communication with Jobsplus for initial guidance, clients are allocated an employment advisor (EA) who becomes the client's primary contact point with Jobsplus. A meeting between the individual and the employment advisor is set up

within 2 weeks (or the first available) to discuss the current employment situation, the options available and to develop a Personal Action Plan (PAP); in the case of individuals seeking alternative employment, a meeting to discuss a suitable career path is set up.

The initial PAP session also includes the provision of information on where to search for jobs, local training opportunities and relevant Jobsplus services such as short courses, work exposure schemes, traineeships and any other Jobsplus initiatives.

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