

Gateway to Better Quality Employment in the Hospitality and Tourism Industry

Frequently Asked Questions

1. What is the purpose of the Gateway to Quality Employment in the Hospitality and Tourism Industry in Malta?

The purpose is to ensure that individuals seeking employment in the hospitality and tourism industry possess the necessary skills, knowledge, and attitudes to provide better quality service.

2. Who is responsible for implementing this programme in Malta?

The process involves three entities. Institute of Tourism Studies (ITS), through the ITS Training School will provide and administer the training and assessments, Malta Tourism Authority (MTA), issues the Skills Cards, and Identita' process and issues Single Work Permits.

3. Are there any payments required for the training courses?

The mandatory training courses and assessments are against payment which needs to be settled before access is granted.

The fees for the mandatory training courses and assessments are €450 for the online course and €125 for the in-person assessments held in Malta.

These fees do not apply to applicants coming from EU and Malta.

4. Will the applicant receive a certification?

ITS will issue official certificates to applicants obtaining a PASS in all mandatory assessments. The certificates are to be uploaded by the applicant with other documentation as requested by Identita'.

5. Is there a possibility for an applicant to re-sit a failed assessment?

In case where an applicant fails an assessment, a resit against additional payment will be available for online courses.

Only one re-sit opportunity will be given for the in-person assessment. All re-sits are subject to a fee.

6. What are the two stages of the training and assessments programme?

The program consists of two distinct stages: Stage One and Stage Two.

Stage One involves online training and assessments. Applicants are required to complete assessments that include an online English Proficiency Test, Basic Customer Care, Basic Maltese Tourism Product, Basic Hospitality English, and specific job family Skills Assessments in Front Office, Housekeeping, Restaurant, Bar, Kitchen (other job families to be gradually added).

Stage 2 comprises in-person interviews and practical skills assessments. These assessments are tailored to the applicant's chosen occupation within the following operational departments: Front Office, Housekeeping, Restaurant, Bar, Kitchen.

7. What procedure should applicants follow in between stages?

Applicants successfully completing Stage One of the training and assessments shall notify ITS Training School at least three weeks in advance of their arrival in Malta and an appointment for the assessment is to be given within the first 3 working days from their arrival.

8. What happens if the applicant fails to attend the in-person assessment?

If the applicant fails to attend the in-person assessments as scheduled the applicant will be marked as failed to attend and Identità' are informed.

9. If the applicant is already engaged to a hospitality service sub-contractor in Malta, will this be applicable to them?

Yes, this programme applies to individuals already employed in Malta who are seeking to renew their work permits. Starting from October 2024, you will need to apply and complete both the online training courses and assessments, as well as the in-person assessments with the ITS Training School while working in Malta. This process should be initiated at least three months before the expiration of your work permit.

Third Country Nationals (TCNs) coming from countries not listed in Annex II of Regulation 2018/1806: These TCNs will not be able to apply for the process unless they will be directly engaged by a hospitality establishment licenced by the Malta Tourism Authority.

10. Who does this programme apply to and how is it being implemented in phases?

The programme initially applies to new Third Country Nationals (TCNs) seeking employment in the hospitality and tourism industry. It will gradually cover all employees within the industry.

11. When will this programme be fully rolled out for all categories of employees?

The programme will be rolled out for all new employees, including Maltese and EU citizens by January 2025. EU nationals and Maltese Employees already employed in the industry will be granted the skills cards mainly through formal qualifications and/or the Validation of Non-Formal and Informal Learning (validated work experience).

12. Is there a consultation period for this programme, and how can stakeholders participate?

Yes, a public consultation period for the Gateway to Better Quality Employment in the Hospitality and Tourism Industry in Malta will take place from October 26, 2023 to November 16, 2023. Stakeholders within the industry are encouraged to participate in this consultation to provide their input and feedback on consultation.tourism@gov.mt.

13. Will the skills card be issued automatically after the applicant successfully completes their compulsory component?

The skills card will be issued upon completion of the compulsory components by the Malta Tourism Authority.

14. If in their previous roles, the applicant has undergone various training and obtained certification, will this be recognised?

Any previous training and certifications the applicant has obtained will be valuable, and some of their existing skills and knowledge may contribute to their success in the mandatory assessments. While this programme focuses on specific assessments, your prior training and certifications can still enhance your qualifications and may be recognised by potential employers in the hospitality and tourism industry.

For the purpose of this scheme, only the official ITS training and assessment will be recognised.

15. If an applicant's occupation does not feature yet on the National Occupational Standard list, will the applicant still undergo this same process?

Yes, the applicant would still need to undergo the same process even if their specific occupation is not currently listed on the National Occupational Standard (NOS) list. The only exception will be that the sector-specific assessment, dependent on the job family will not be done. Once the National Skills Council has developed the related NOS, from that day onwards, candidates will be assessed prior to their single work permit renewal.

16.If an applicant is changing employment and starting to work with another company, do they need to go through this process?

If the applicant is changing employment and starting to work with a new company in the hospitality and tourism industry, they will need to complete the training and assessments, starting in October 2024.

17.What happens if the process picks up that the applicant's test certificates are not legitimate?

Applicants who are caught tampering with official documentation will be prohibited from proceeding further and rejected from re-applying in the future.

18. If a student wished to work in the tourism and hospitality industry in Summer, does this programme apply for them?

Students from the EU or Malta, who wish to spend a summer placement in the industry, will benefit from a definite temporary card issued by the MTA. These cards will be issued for periods of three months. For more than three months, applicants require undertaking the courses.

19.Will the EU and Maltese National have to pay for the courses and assessments?

No. Courses and assessments will be free for Maltese and EU citizens.