



Gateway to Better Quality Employment in the Hospitality and Tourism Industry



Gateway to Better Quality Employment in the Hospitality and Tourism Industry

CONSULTATION DOCUMENT

OCTOBER 2023

Content

1	Background	2
2	Current Situation.....	3
3	Gateway to Better Quality Employment.....5 in the Hospitality and Tourism Industry	
4	The Assessment Process	8
5	Implementation.....	10
6	Consultation Period	12

1

Background

International and local evidence in the hospitality and tourism industry shows the need for the provision of quality service delivered by skilled employees, giving rise to the need for the recognition and validation of knowledge, skills and attitudes of employees. This is in line with the strategic direction in the *Malta Tourism Strategy 2021-2030: Recover, Rethink, Revitalise* – Strategy No. 19 (MfT, 2021).

The Ministry for Tourism, through the Institute of Tourism Studies and the Malta Tourism Authority, is introducing **the introduction of a mandatory quality training and assessment procedure phased in two stages** and applicable to applicants seeking work permits to be employed in the hospitality and tourism industry in Malta.

This gateway to better quality employment in Malta seeks the quality, and not the quantity of applicants looking for employment within the hospitality and tourism industry.

Eventually, this will be extended gradually to cover EU Nationals and Maltese citizens.



Current Situation

Identita' is the national agency that administers the process for applicants seeking employment in Malta, including in the hospitality and tourism industry. This process includes the submission of an application for a VISA and/or work and residence related documents. This includes vetting by the Malta Police Force and Jobsplus.



3

Gateway to Better Quality Employment in the Hospitality and Tourism Industry

The proposed gateway to better quality employment in the hospitality and tourism industry, in line with the *Malta Tourism Strategy 2021-2030: Recover, Rethink, Revitalise* (MfT, 2021) will form an integral part of the currently established process and procedure run by Identita'. Gateway to Employment is **the introduction of mandatory training and assessments that shall guarantee quality in the hospitality and tourism industry.**

This process will be managed by the Institute of Tourism Studies through its Training School, and will form part of the process as administered by Identita'.

The Gateway to Better Quality Employment in Hospitality and Tourism addresses a number of realities in the sector including the shortage of skills and the recruitment of untrained employees. Apart from the attraction of quality employees, it is also being acknowledged that “the workplace is becoming increasingly more important in the development and transfer of skills required by the industry and it is therefore important to support sector led training” (The Malta Chamber, *Rediscover: A reviewed vision for Malta’s tourism industry*, 2021, page 72).

Other areas of concern that are being addressed include the labour force and lack of authenticity in service provision which are among the key limiting factors in the sector, identified in another study (MHRA, *A Carrying Capacity Study of Tourism in the Maltese Islands*, 2022).

The ultimate aim behind the Gateway to Better Quality Employment in the Hospitality and Tourism Industry is to ensure a better tourism product by attracting quality employees.

The salient points are:



i **The introduction of a new benchmark that facilitates access to skilled employees in the hospitality and tourism industry.** The introduction of mandatory training and assessments is being recommended whereby an applicant has to pursue and obtain a PASS in all mandatory assessments. This will be compulsory for an applicant and a requisite in the process and procedures led and managed by Identita' Malta.

The ultimate aim is to ensure high quality level employees in the hospitality and tourism industry as well as to introduce quality access through rigorous assessments in the basic knowledge, skills and attitudes needed in the hospitality and tourism industry.



ii

The Institute of Tourism Studies, through the ITS Training School, will embark on the following mandatory training and assessment provision as part of a systemic approach towards skilled non-Maltese and Maltese employees in the hospitality and tourism industry in Malta.



iii

The training courses will be accessible and provided online. There will be online assessments related to both the online courses and others to the applicant's chosen occupation as per the job family final list provided by the Malta Further and Higher Education Authority (MFHEA). Additionally, there will be other in-person assessments. **The introduction of training and assessments shall be the gateway to better quality employment in the hospitality and tourism industry in Malta, hence attracting skilled Third Country Nationals (TCNs), EU and Maltese citizens in the industry.**



4

The Assessment Process

The gateway to better quality employment in the hospitality and tourism industry incorporates training courses and assessments that are phased in two stages:

Stage 1

TO BE CONDUCTED ONLINE BY TONs

Online Training and Assessment from Country of Origin

- an online English Proficiency Test
- an online Basic Customer Care course and assessment
- an online Basic Maltese Tourism Product course and assessment
- an online Basic Hospitality English course and assessment
- an online Skills Assessment (Knowledge) for the job families and the respective National Occupational Standards (NOSs) The job families include staff who will be in employment in:

Bar

Front Office

Restaurant

Kitchen

Housekeeping



Stage 2

IF STAGE ONE IS COMPLETED SUCCESSFULLY AND AN APPROVAL IN PRINCIPLE LETTER IS ISSUED BY IDENTITÀ, AN IN-PERSON INTERVIEW AND SKILLS PRACTICAL ASSESSMENT WILL BE CONDUCTED AT THE INSTITUTE OF TOURISM STUDIES, ONCE THE APPLICANT IS IN MALTA, BEFORE THE ACTUAL WORK PERMIT IS ISSUED.

- a face-to-face interview conducted in English
- a face-to-face Skills Assessment (Practical) in the applicant's identified occupation as listed in the finalised MFHEA national occupational standards under the sector 'Hospitality and Tourism'.

The assessments will cover:

- **knowledge** in stage one online assessments,
- **knowledge, skills** and **attitudes** in stage two in-person assessments.

For an applicant to proceed from stage one to stage two of the training and assessment process, a PASS mark is to be obtained in all assessments. Whilst to proceed from stage two of the assessment process to an application for a work permit the applicant has to obtain a PASS mark in all in-person assessments.

Both stages of the assessment process are integrated within the current process adopted by Identita' for the work permits.

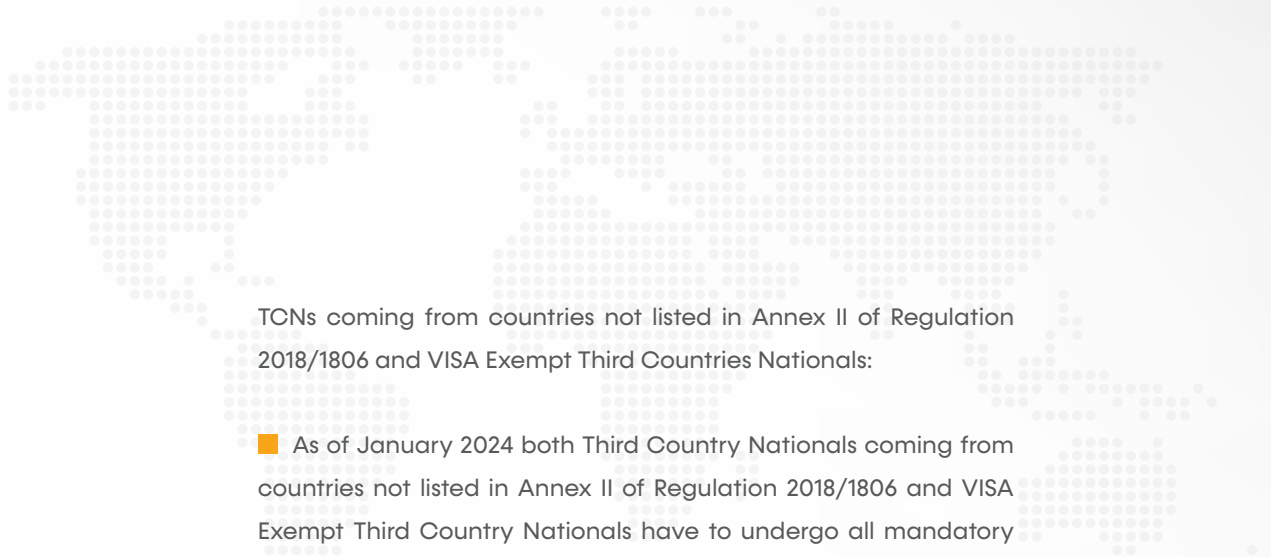


5

Implementation

It is being recommended that the training and assessment benchmark is implemented in phases to gradually cover all employees within the hospitality and tourism industry. The new benchmark covers Non-EU Applicants, including VISA Exempt applicants and eventually Maltese and EU employees, as shown below:

Phase	Implementation Date	Applicant
1	January 2024	All new TCNs applying to relocate to Malta for employment within the hospitality and tourism industry
2	October 2024	All employees seeking renewal of a work permit
3	January 2025	Remaining employees, including Maltese citizens and EU nationals, requiring a skills card



TCNs coming from countries not listed in Annex II of Regulation 2018/1806 and VISA Exempt Third Countries Nationals:

- As of January 2024 both Third Country Nationals coming from countries not listed in Annex II of Regulation 2018/1806 and VISA Exempt Third Country Nationals have to undergo all mandatory training courses and assessments of both Stage 1 and Stage 2.

- In the first case applicants have to go through the training and assessments from their own country whereas in the latter case they have the option of pursuing them in their own country and/or in Malta within the 90 day period allowed without visa.

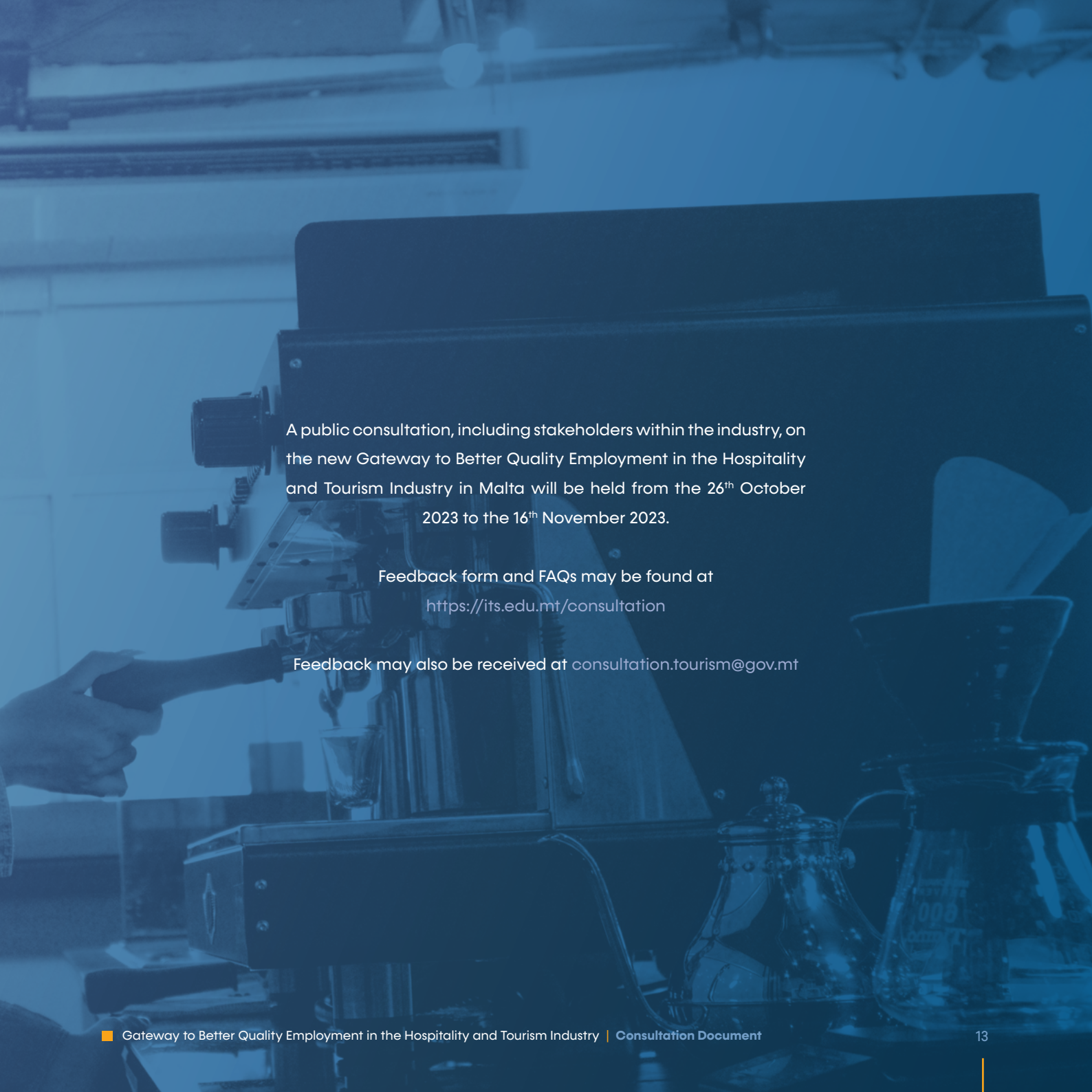
- Third Country Nationals coming from countries not listed in Annex II of Regulation 2018/1806 need a written promise of work by a hospitality establishment licensed by the Malta Tourism Authority.

6

Consultation Period

It is also pertinent to note that the proposed training courses, assessments and procedures, in line with the *Malta Tourism Strategy 2021-2030: Recover, Rethink, Revitalise* (MfT, 2021), address concerns related to the quality of both employees and service delivery.





A public consultation, including stakeholders within the industry, on the new Gateway to Better Quality Employment in the Hospitality and Tourism Industry in Malta will be held from the 26th October 2023 to the 16th November 2023.

Feedback form and FAQs may be found at
<https://its.edu.mt/consultation>

Feedback may also be received at consultation.tourism@gov.mt



ITS MALTA CAMPUS

Institute of Tourism Studies, Aviation Park, Aviation Avenue,
Hal Luqa, LQA 9023, Malta

ITS GOZO CAMPUS

Institute of Tourism Studies, Bishop M. Buttigieg Street,
Qala, QLA 1042, Gozo, Malta

www.its.edu.mt

