














# Skills Cards for Employees in the Touristic Sector November 2023

1. Page 1

1. TYPE OF ESTABLISHMENT				
Answer Choices				Response Percent
1	HOTEL			20.00%
2	BOUTIQUE HOTEL			3.33%
3	GUESTHOUSE			3.33%
4	B & B			0.00%
5	SELF CATERING FARMHOUSE			13.33%
6	SELF CATERING APARTMENT			10.00%
7	SELF CATERING VILLA			0.00%
8	REAL ESTATE			3.33%
9	DIVING			3.33%
10	RESTAURANT			26.67%
11	TOURISM CONSULTANCY			0.00%
12	TOURIST ATTRACTION			3.33%
13	TRANSPORT			10.00%
14	TRAVEL AGENCY/DMC			3.33%
15	Other (please specify):			0.00%
				answered
				skipped
Other (please specify): (0)				

2. Do you agree that Third Country Nationals (TCNs) should have a Skills Card before being employed in local tourism establishments?				
Answer Choices				Response Percent
1	YES			62.96%
2	NO			37.04%

## 2. Do you agree that Third Country Nationals (TCNs) should have a Skills Card before being employed in local tourism establishments?

answered

skipped



Any other comments (17)

1	21/11/2023 11:05 AM ID: 231913508	Should first come to the islands and do the course in a stipulated time frame
2	21/11/2023 11:24 AM ID: 231917925	At least to speak good English and perhaps understand Maltese
3	21/11/2023 11:50 AM ID: 231923368	Yes I totally agree that we should have employees who are valuable and have a basic knowledge of Malta/Gozo as well as place of work. However I do hope that this should be reachable and plain sailing to those who are already employed in the sector. To us these are valued employees who we respect, otherwise we would not have kept them on board. The sector is already suffering from employing in the sector so please let's be vigilant.
4	21/11/2023 11:59 AM ID: 231925035	Yes I agree as long it's not corrupted. It's also important for the authorities to be flexible for those who need Chefs for specific kitchens, example Asian, Arabic, Turkish, Indian, Spanish, Italian, etc. and their employers have their own way to communicate with them and they can't speak English!! We have to find a solution because it's already hard to find these type of Chefs. If the applicants are applying for other positions then English is a must!!
5	21/11/2023 12:02 PM ID: 231925615	Yes I agree as long it's not corrupted. It's also important for the authorities to be flexible for those who need Chefs for specific kitchens, example Asian, Arabic, Turkish, Indian, Spanish, Italian, etc. and their employers have their own way to communicate with them and they can't speak English!! We have to find a solution because it's already hard to find these type of Chefs. If the applicants are applying for other positions then English is a must!!
6	21/11/2023 12:27 PM ID: 231932109	If we really want to get our industry in shape, we should see that all of our employees understand basic English if not Maltese also as happens in other countries.
7	21/11/2023 13:00 PM ID: 231945844	Our hotel has strong training programs related luxury service.
8	21/11/2023 14:25 PM ID: 231972310	Better have it but one can give a chance for the new recruit to learn the trade. Then, of course, if one proves to be not good for the job then nobody can blame the establishment to try to replace him/her after the probation period.
9	21/11/2023 15:34 PM ID: 231988800	They can be requested to apply for skill card once they have the job.
10	21/11/2023 18:02 PM ID: 232034220	We agree with some sort of skill card to all employees. This should be part of their training to empower all our employees in achieving the goals of a better tourist product Introducing English classes, and tourist product information sessions.
11	22/11/2023 09:12 AM ID: 232110161	I agree that they should speak English and skills in the job they apply for.
12	23/11/2023 10:15 AM ID: 232272672	It depends what their job is as it is not possible to employ driver from TCN countries in the transport sector nowadays as they have to have a European Driving License. I agree they should have a skills card but depending on what job they have.

## 2. Do you agree that Third Country Nationals (TCNs) should have a Skills Card before being employed in local tourism establishments?

13	23/11/2023 13:37 PM ID: 232299614	Depends for the type of Job they are applying.
14	23/11/2023 16:47 PM ID: 232324986	Yes but skill card has to be acquired during their first six months of employment.
15	27/11/2023 15:14 PM ID: 232555954	All employees should have a skills card
16	27/11/2023 17:54 PM ID: 232574481	Most of our drivers are qualified from the equivalent of ITS from their country. They have diplomas in tourism
17	28/11/2023 08:04 AM ID: 232601858	It depends what job we are talking about

## 3. Do you think that the introduction of the Skills Card will hinder your operations further?

Answer Choices		Response Percent
1	YES	 53.57%
2	NO	 46.43%
		answered
		skipped





### Any other comment (10)

1	21/11/2023 11:50 AM ID: 231923368	Bureaucracy
2	21/11/2023 11:59 AM ID: 231925035	as long as it is a basic thing
3	21/11/2023 12:02 PM ID: 231925615	as long as it is a basic thing
4	21/11/2023 13:00 PM ID: 231945844	It is already challenging find staff in Gozo.
5	21/11/2023 22:21 PM ID: 232076891	It is hard to find employees as it is, let alone to get one to pay over 500€
6	22/11/2023 09:12 AM ID: 232110161	Yes if it is going to be introduced in a short period of time. We will end up without workers especially if they know that they will have to pay €500 for this skill card during next year because they are working in the tourism industry.

### 3. Do you think that the introduction of the Skills Card will hinder your operations further?

7	23/11/2023 13:37 PM ID: 232299614	Possibly yes
8	23/11/2023 16:47 PM ID: 232324986	System has to be more employee friendly. It is also too expensive especially for cleaners, basic waiters and lower skilled staff
9	27/11/2023 17:54 PM ID: 232574481	We continue to publish vacancies to which ZERO applications are received. We have no other option but to source French and German speaking employees from third country nationals. Identita process has become a lottery and if you in the first ticket the chances are that you lose at the visa stage. If you are lucky then you have 185 days from arrival date before you can apply for a drivers tag!!! Adding another layer of difficult forces out of business
10	28/11/2023 08:04 AM ID: 232601858	to a certain extent

### 4. What of the following you believe is the main benefit of the skills card for tourism workers

Answer Choices			Response Percent
1	Curb the abuse in entry visas		28.00%
2	Better communication at place of work		32.00%
3	Upgrading the service being offered		24.00%
4	Streaming of foreign workers		16.00%
			answered
			skipped

#### Any other comment (7)

1	21/11/2023 11:59 AM ID: 231925035	Authorities must cut off abuse to those who are stealing money from those individuals who look for a better world
2	21/11/2023 12:02 PM ID: 231925615	Authorities must cut off abuse to those who are stealing money from those individuals who look for a better world
3	21/11/2023 12:27 PM ID: 231932109	It is ridiculous to see employees communicating by Google translate with clients.
4	21/11/2023 13:00 PM ID: 231945844	Screening qualification of workers
5	21/11/2023 15:34 PM ID: 231988800	Unfortunately this will make employing certain TCN's too time consuming and we will have to use agencies. This will encourage the abuse of agencies towards TCN's

#### 4. What of the following you believe is the main benefit of the skills card for tourism workers

6	23/11/2023 13:37 PM ID: 232299614	There are other ways to curb abuse. A one size fits all approach does not work.
7	27/11/2023 17:54 PM ID: 232574481	None of the above

#### 5. Is the skills card introduction date as of 1st January 2024 the right time to implement such a measure?

Answer Choices		Response Percent
1	YES	46.43%
2	NO	53.57%
		answered
		skipped

Any other comment (9)

1	21/11/2023 11:59 AM ID: 231925035	yes to start cleaning the mess we are in
2	21/11/2023 12:02 PM ID: 231925615	yes to start cleaning the mess we are in
3	21/11/2023 12:27 PM ID: 231932109	Procrastinating its introduction allows further ridiculing of our industry.
4	21/11/2023 15:42 PM ID: 231990439	January 2024 is too close to make the arrangements.
5	21/11/2023 18:02 PM ID: 232034220	We are not prepared for such a system
6	21/11/2023 22:21 PM ID: 232076891	How can one dream of such a drastic measure and try to implement it overnight??
7	22/11/2023 09:12 AM ID: 232110161	No as we won't be able to find people working for us before they get the skills card.
8	23/11/2023 13:37 PM ID: 232299614	As per above
9	23/11/2023 16:47 PM ID: 232324986	Not with the present requirements as no one will qualify

## 6. Do you agree that the knowledge of the English language should be a requirement for the skills card?

Answer Choices		Response Percent
1	YES	86.21%
2	NO	13.79%
		answered
		skipped

### Any other comment (8)

1	21/11/2023 11:05 AM ID: 231913508	Not all jobs require good English to offer their services
2	21/11/2023 11:59 AM ID: 231925035	Except for certain Chefs, this should be introduced to all working in Malta and not only in the hospitality industry. Imagine you are at the hospital, on a bus, in a grocer, giving a service,,etc and can't speak English
3	21/11/2023 12:02 PM ID: 231925615	Except for certain Chefs, this should be introduced to all working in Malta and not only in the hospitality industry. Imagine you are at the hospital, on a bus, in a grocer, giving a service,,etc and can't speak English
4	21/11/2023 18:02 PM ID: 232034220	Yes, But this should be something we can teach when here in their first year of employment
5	21/11/2023 22:21 PM ID: 232076891	Not all employees interact with customers. We have been operating for 22 years with our chefs speaking hardly any English and we have always managed.
6	23/11/2023 13:37 PM ID: 232299614	It is fundamental that workers can speak the English language
7	27/11/2023 15:14 PM ID: 232555954	And why not some Maltese like other countries do?
8	27/11/2023 17:54 PM ID: 232574481	English is Malta's second language. Ability of candidate an English can easily be assessed by the embassy staff during the visa interview.

## 7. Do you agree with the fee being charged to each prospective employee to apply for the skills card?

Answer Choices		Response Percent
1	YES	23.33%
2	NO	76.67%
		answered

## 7. Do you agree with the fee being charged to each prospective employee to apply for the skills card?

skipped

Any other comment (16)

1	21/11/2023 11:05 AM ID: 231913508	No too high and no foreign coming from a tcn can afford this amount as in some countries they don't even earn so much in a year. Let alone do it and still have to be screened again here and may be gave to go back and loose that money
2	21/11/2023 11:24 AM ID: 231917925	Yes as long as it is not too expensive
3	21/11/2023 11:50 AM ID: 231923368	For the existent employees this fee should be waived. For the new entries yes I agree with the fee.
4	21/11/2023 11:59 AM ID: 231925035	€350 new application. Renewal €100
5	21/11/2023 12:02 PM ID: 231925615	€350 new application. Renewal €100
6	21/11/2023 12:27 PM ID: 231932109	Should the Maltese taxpayer make good for a personalised certificate which will be of a benefit to the holder?
7	21/11/2023 15:34 PM ID: 231988800	With the shortage of employees we are facing this will probably have to be paid for by the employer and will be another cost that we will be facing.
8	21/11/2023 15:42 PM ID: 231990439	The employer will end up paying this fee/tax
9	21/11/2023 22:21 PM ID: 232076891	80 % of foreign applicants can hardly afford the airfare, let alone the fee for the skills card. The authority is just creating another stumbling block for the employers to find staff. I assure you that many establishments will end up closing down.
10	22/11/2023 09:12 AM ID: 232110161	They won't be able to afford it. They are already paying €280 in Malta just for registering their papers for the job. They have to pay also for taking the jabs they need, doctor's certificate, for applying for their ID and also an insurance.
11	22/11/2023 09:27 AM ID: 232115647	This fee (tax) will not be paid by the employee but by the employer.
12	22/11/2023 20:07 PM ID: 232232851	It is a way to take more money from private sectors to the government. It is way too high to make it mandatory. I understand there should be a fee if this is implemented but at least stop the identity Malta fee of 280.50 every single year.
13	23/11/2023 10:15 AM ID: 232272672	The fee is very expensive. It will deter people to apply for jobs in the Tourism industry.
14	23/11/2023 13:37 PM ID: 232299614	3rd Country Nationals already must pay a hefty sum each year to renew their residence.

### 7. Do you agree with the fee being charged to each prospective employee to apply for the skills card?

15	27/11/2023 15:14 PM ID: 232555954	I understand that the certificates will be issued on the individual and not the employer and thus, why not pay for tuition that would benefit you personally.
16	28/11/2023 08:04 AM ID: 232601858	It's too high. these people would have already paid 5K before setting foot on our Island

### 8. If the prospective employee is not able to pay for the assessments fee, are you ready to pay it on his/ her behalf?

Answer Choices		Response Percent
1	YES	33.33%
2	NO	66.67%
		answered
		skipped

Any other comment (14)



1	21/11/2023 11:50 AM ID: 231923368	I do not think it is fair for the employer to pay it on behalf. The employee might resign as soon as they obtain the certificate.
2	21/11/2023 11:59 AM ID: 231925035	and we deduct from Taxation
3	21/11/2023 12:02 PM ID: 231925615	and we deduct from Taxation
4	21/11/2023 12:27 PM ID: 231932109	They are ready to pay 10,000 Euros to come to Malta.
5	21/11/2023 14:25 PM ID: 231972310	We are a small business and we manage it with family members.
6	21/11/2023 15:34 PM ID: 231988800	The only way that we would pay for this is if the employee has spectacular references or if we really are so short of staff that we have no option.
7	21/11/2023 18:02 PM ID: 232034220	But shortly we will still end up paying for this card
8	22/11/2023 09:12 AM ID: 232110161	No as the fee is too expensive.
9	22/11/2023 09:27 AM ID: 232115647	If the fee/tax is not paid, the establishment will end up without employees.



### 8. If the prospective employee is not able to pay for the assessments fee, are you ready to pay it on his/ her behalf?

10	22/11/2023 20:07 PM ID: 232232851	We have no option, either pay it or the leave and we are without workers again
11	23/11/2023 10:15 AM ID: 232272672	It is also expensive for the employer. These people might get the skill card because it is paid by the employer and leave after one year as their papers are only valid for one year and they wouldn't renew the contract.
12	23/11/2023 16:47 PM ID: 232324986	But it depends on the requirements because if you pay and they go not qualify for the skills card. It's money down the drain.
13	27/11/2023 15:14 PM ID: 232555954	I understand that the certificate/s will be issued on the individual and not the employer and thus, why not pay for tuition that would benefit you personally.
14	28/11/2023 08:04 AM ID: 232601858	depends on the employee



### 9. Do you think it should be a requisite that all locals and EU employees in tourism should have a skills card?

Answer Choices		Response Percent	
1	YES		67.86%
2	NO		32.14%
		answered	
		skipped	
Any other comment (10)			
1	21/11/2023 11:05 AM ID: 231913508	But introduces gradually and also with a fee that is not that high	
2	21/11/2023 11:24 AM ID: 231917925	Don't know	
3	21/11/2023 11:50 AM ID: 231923368	Locals and EU nationals should not be included.	
4	21/11/2023 11:59 AM ID: 231925035	not only in Tourism, in all sectors of service	
5	21/11/2023 12:02 PM ID: 231925615	not only in Tourism, in all sectors of service	
6	21/11/2023 18:02 PM ID: 232034220	But as per above	

### 9. Do you think it should be a requisite that all locals and EU employees in tourism should have a skills card?

7	22/11/2023 09:12 AM ID: 232110161	Agree but the fee is also too expensive. They will all opt for other jobs that are not Tourism related.
8	22/11/2023 20:07 PM ID: 232232851	it is become harder and harder to run a private sector
9	23/11/2023 10:15 AM ID: 232272672	Yes especially for new employees, but the fee has to be a lot less as otherwise they wouldn't apply.
10	23/11/2023 16:47 PM ID: 232324986	It should be done by attending an ITS course let's say 3 times a week for 6 months

### 10. Do you think that if Third Country Nationals (TCNs) already working in Gozitan tourism establishments fail the English language assessment, they should not be eligible for the skills card?

Answer Choices		Response Percent	
1	YES		53.57%
2	NO		46.43%
		answered	
		skipped	

#### Any other comment (13)

1	21/11/2023 11:59 AM ID: 231925035	Depending on the position of work, if meeting- dealing with guests then yes
2	21/11/2023 12:02 PM ID: 231925615	Depending on the position of work, if meeting- dealing with guests then yes
3	21/11/2023 15:34 PM ID: 231988800	Depends on which department they work in. Employees who need to communicate with guests need to have a basic knowledge of English.
4	21/11/2023 18:02 PM ID: 232034220	There are different scenarios which are not being considered
5	22/11/2023 09:12 AM ID: 232110161	It is going to affect us the employers, as we'll find ourselves without workers.
6	22/11/2023 09:27 AM ID: 232115647	But TCN's should be provided with free lessons and given enough time to learn the language (at least a year)
7	22/11/2023 19:06 PM ID: 232226968	They should still be eligible.

**10. Do you think that if Third Country Nationals (TCNs) already working in Gozitan tourism establishments fail the English language assessment, they should not be eligible for the skills card?**

8	22/11/2023 20:07 PM ID: 232232851	The staff that are already employed shouldn't have to make it. Rent got very high, way of living got very high, we are going through a recession and most workers will end up leaving. Most places with stop operating unfortunately
9	23/11/2023 10:15 AM ID: 232272672	No I don't agree because the employers will now end up with no workers.
10	23/11/2023 13:37 PM ID: 232299614	The law should apply for new employed workers only. Then is a 3rd Country national changes job, yes, this must be a requirement.
11	23/11/2023 16:47 PM ID: 232324986	It depends on their skills and not the language they speak
12	27/11/2023 15:14 PM ID: 232555954	Are we happy that employees are making use of google translate to communicate with clients?
13	27/11/2023 17:54 PM ID: 232574481	What about European nationals that cannot speak English?

**11. If you do not agree with the present Skills Card format, what do you propose in order to have a skilled work force in the touristic sector?**

Answer Choices		Response Percent
1	Open-Ended Question	100.00%
1	21/11/2023 11:50 AM ID: 231923368	Basic English, hospitality course made easy
2	21/11/2023 12:02 PM ID: 231925615	Direct checkups at the establishments to see the performance as real as possible
3	21/11/2023 12:04 PM ID: 231925917	We believe we should motivate locals to work in the tourism industry by introducing schemes. Such as; hotel employees are paid extra when working Sundays and Public Holidays. Increase in salaries in this industry. We need to attract more locals in the tourism industry, thus more young people choosing the industry as a future career.
4	21/11/2023 13:00 PM ID: 231945844	Government to incentive Maltese citizens to work in Hospitality sector
5	21/11/2023 14:25 PM ID: 231972310	Sorry, I did not go through the format as we are not involved in it either way as explained above.
6	21/11/2023 15:34 PM ID: 231988800	Skill cards should be introduced but for people who have already got the job and at a more reasonable cost. Also considering the delays in the issuing and renewals of work permits will this be lengthening the process even further?

**11. If you do not agree with the present Skills Card format, what do you propose in order to have a skilled work force in the touristic sector?**

7	21/11/2023 15:42 PM ID: 231990439	The Skill card is important but the fee should be nominal or free of charge.
8	21/11/2023 18:02 PM ID: 232034220	We agree with a sort of skill card but not in the manner which is being imposed
9	21/11/2023 19:14 PM ID: 232050851	A Contract of 3 Years and if they want to change employer they have to go to their country and apply again. Like Australia. Check Australia work permit!
10	21/11/2023 22:21 PM ID: 232076891	One can not go from one extreme to the other. Not all employees, especially those that work in the kitchen, interact with customers, so it's irrelevant if they speak english or not.
11	22/11/2023 09:12 AM ID: 232110161	The authorities should check before these TCN workers come to Malta that they can speak English especially if they are applying for a job in the tourism sector. They should make it clear to them before they get the visa to come to Malta.
12	22/11/2023 09:27 AM ID: 232115647	All employees have to attend mandatory upskilling courses to achieve the skills for the job.
13	22/11/2023 19:06 PM ID: 232226968	First that the applicant proves that they have some sort of experience for the work they are applying for.  Secondly, most employees are given in-house training for the job.  Furthermore, the type of service, for example, catering, varies from one country to another.  Also, once prospective employees come to Malta, ITS should provide mandatory courses to help workers get accustomed to the Maltese culture and cuisine.  The Skills cards proposition will hinder the already scarce workforce in the catering industry and make the situation more difficult.  It is a well-known fact that without foreign workers, all catering establishments, including hotels, will have to close down.
14	22/11/2023 20:07 PM ID: 232232851	Start offering actual courses for free morning and night so we can send our employee on days they will be available. I am not against teaching them, BUT teach them not online mandatory pass or no renewal! And not with an exam, to remove the pressure from both the employee and employer, because the not knowing if you will have your good staff in the next renewal is already a big headache. My employees are already scared and I have spoken with some good workers who might leave the country because of this. We are making it not worth it anymore to work in Malta. Most of the locals do not want to work anymore. Who wanted to get in the government refuse to lift a finger in any hard work. The hard work that it is needed for the country.
15	23/11/2023 10:15 AM ID: 232272672	First the government should stop these agencies who bring these TCN's. Maybe 'jobs plus' should do the job and take in only the right persons for the right job. This will make employers go to the jobs plus agency to get the workers and will cut a lot of abuses.
16	23/11/2023 13:37 PM ID: 232299614	Once again, a one size fits all approach does not work. For example a housekeeper does not need the same knowledge of a bartender or a waiter.

**11. If you do not agree with the present Skills Card format, what do you propose in order to have a skilled work force in the touristic sector?**

17	23/11/2023 16:47 PM ID: 232324986	It just needs to be more employee and even employer friendly
18	27/11/2023 17:54 PM ID: 232574481	6 months probation and the employer can assess whether the employee is suitable
19	28/11/2023 08:04 AM ID: 232601858	the english language assessment test should only be used for all those employees that are directly in contact with customers. For all others behind the scenes it is u to the employer to decided if he should employ such people or not.