

youth
inc 16-21

Policy and Procedures

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**Policy and
Procedures**

The Youth.inc programme is committed to ensure that its non formal and informal learning provision:

- operates with good quality standards;
- offers young people with learning opportunities of the best standards.

In view of its commitment to Quality Assurance in its educational programme, the Youth.inc programme has developed and endorsed its own Policies and Procedures. These policies and procedures are aimed at elaborating on the methodology that is applied to ensure that the standards are followed rigorously and meticulously.

The policies and procedures are operated by the Programme's management team and under the overall responsibility of the Chief Executive Officer of the Agency.

The following is the list of policies and procedures:

- General Rules and Regulations
- Acquiring Accreditation
- Procedures for Young Persons' Grievances
- Disciplinary Procedures for Young People
- Young Peoples' Registration, Admission and Record Procedures
- Work Placement

These policies and procedures are complimentary to other policies and procedures that have been developed for Aġenzija Żgħażaġh. These policies and procedures are not to be taken in isolation but as part of other corporate policies and procedures. The following are a list of corporate policies and procedures in place:

- Internal Quality Assurance
- Training and Development Policy
- Protection, Safety and Well Being of Young People
- The Role of Youth Worker and the Youth Worker's Code of Ethics
- Data Protection Policy

General Overview

1.1 The Youth.Inc programme provides training programmes in the following areas:

- (a) **Access Skills for Independent Living and Working Life** (Level 1)
- (b) **Skills for Vocational Pathways** (Level 2)
- (c) **Connect: Skills and Competences for the Work Place** (Level 3)

For a more detailed description refer to the Appendix 1 which is a summary of the three training programmes.

1.2 The Senior Manager, under the guidance of the Chief Executive Officer, is responsible for the provision of all programmes of training including the training, the learning and methods of assessment.

1.3 A full list of the programme of training will be included in the prospectus which is published every year and updated for time to time on the Agency's website.

1.4 All programmes of training will include the information on the accreditation and qualifications at the various levels of study. All programmes of training will be based on the credit system which facilitates the transferability of credits to other courses.

Programmes of Training

1.5 Each programme of training will specify the combination of courses taken on a period of time which will lead to the attainment of a qualification.

1.6 Each programme of training will define the eligibility for admission into that particular programme and the requirements for entry to each particular programme of training and these will be published and updated from time to time on the Agency's website.

Admission and Entry Qualifications

1.7 Each programme of training will include a clear description of the courses and the value of credits that are required to obtain the qualification and at what level. Each unit will have its learning outcomes, reading list, and mode of assessment.

1.8 To be eligible for admission to a programme of training at Youth.Inc, a young person must satisfy the entry requirements as specified in the course description.

- 1.9 Local and foreign qualifications are considered by Youth.inc in conformity with the recognition of such qualifications as established by the Malta Qualification Information Centre (MQRIC).
- 1.10 Applicants are responsible to provide formal evidence of any equivalence claimed for their qualifications from the Malta Qualification Information Centre or any other recognised authoritative qualification body.
- 1.11 The Youth.inc Programme may consider other certifications and/or experience as sufficient for admission into particular programmes of training. It is the responsibility of the applicant to provide the Programme with all the details required to ascertain that such certification or experience are of benefit in view of the admission to that particular programme of training.
- 1.12 Registration to a specified programme of training may be publicly announced by the Youth.inc Programme prior to the beginning of a programme of training.
- 1.13 Upon admission into a programme of training, young people are automatically obliged to comply with all policies and procedures, rules and regulations that are published by the Youth.inc programme.

■ Accreditation of Prior Certified Learning

- 1.14 The Youth.inc Programme acknowledges the recognition of certified prior learning. The accreditation of Prior Certified Learning is where credit is awarded for learning which has already been formally assessed and certified as part of a completed or partly completed course or qualification. It is the sole decision of the Youth.inc Programme through its Senior Manager to provide for any accreditation for prior certified learning and the Youth.inc Programme reserves the right to accept or reject any evidence or claim for prior certified learning. The responsibility is on the applicant to provide the Youth.inc Programme with all the necessary supporting evidence and documentation to substantiate their claim.

■ Admission Complaint Procedure

- 1.15 The Youth.inc Programme is committed to ensure a fair and transparent admission process and to safeguard equity between applicants. The Youth.inc Programme believes that no applicant should be disadvantaged in the way that the admission procedures have been followed. In view of this, the Youth.inc Programme accepts a formal complaint filed by the applicant that is to be made to the Chief Executive Officer of Aġenzija Żgħażaġh.
- 1.16 Most admission complaints may be resolved at the first instance by writing to the Senior Manager within five working days of the official refusal of entry or within five working days of the start of a programme of training, whichever takes place first. At this instance, the complaint is to be made by a written letter or email addressed to the Senior Manager who shall give a formal written reply within five working days from the receipt of the complaint.
- 1.17 If the applicant is still not satisfied with the reply given by the Senior Manager, the

applicant may officially submit his or her grievances in relation to the refusal of admission into the programme of training. The complaint is to be addressed to the Chief Executive Officer of Aġenzija Żgħażaġh. It is the responsibility of the applicant to provide the Chief Executive Officer with all the necessary details and evidence to substantiate his or her complaint and proof of eligibility for admission. The complaint should include all copies of previous correspondence with the Youth.inc Programme in relation to the admission; the reasons for his or her dissatisfaction of the reply given by the Youth.inc Programme; and any recommendations to resolve the concern at stake.

- 1.18 The Chief Executive Officer may set up an Admission's Board of Appeal to consider the particular complaint if he or she considers that the applicant may *prima facie* have his or her case to be re-considered by such a Board rather than provide valid administrative reasons for such a refusal for admission. The Chief Executive Officer will either reply to the complainant within five working days or set up the Admission's Appeals Board within five working days.
- 1.19 If the Admission's Board of Appeal is setup by the Chief Executive Officer to consider the case, the Appeal Board is to immediately meet and decide the case within ten working days from the date of the setting up of the Appeal Board. Upon reaching their decision, the Appeal Board are to immediately inform in writing to the Chief Executive Officer, the Senior Manager and the complainant of their decisions and the reasons thereof.

■ Fraudulent information or documentation used for entry to a Programme of Training or Study

- 1.20 Any fraudulent information or documentation that is used to gain admission to a programme of training at the Youth.inc Programme will result in the immediate withdrawal of any offer in place even if the applicant has started the programme of training.
- 1.21 Fraudulent information includes the use of fraudulent documentation, or any untrue or misleading statement or one which omits pertinent facts on an application or enrolment form or made at interview or over the phone during the admission process.
- 1.22 The Senior Manager is to immediately exclude the young person from the programme of training. The Senior Manager is to inform the Chief Executive Officer of his or her decision and thereof inform the young person in writing.
- 1.23 If the young person has achieved any credits from the programme of training, or any qualification that was awarded, this is withdrawn by the Youth.inc Programme.

■ Attendance

- 1.24 Young people are expected to attend all courses and other learning activities as specified in the description of the programme of training. Young people who do not reach a satisfactory attendance record of their programme of training will not be awarded the full qualification at the end of their programme.
- 1.25 Attendance registers are kept for all programmes of training as a proof of the attendance

and absences for the programme of training. Participants have to make sure that they register their attendance for every part of the programme of training as stipulated in the practice of the Youth.inc Programme's registration of attendance.

- 1.26 Attendance registers are to be kept by the Secretary of the Youth.inc Programme who is responsible to hold such registers of attendance in a safe and secure place, kept up to date and immediately available upon the request for inspection at any time as requested by the management or an external verifier.
- 1.27 Each programme of training is awarded a qualification certificate and a supplement certificate. The supplement certificate also contains details on the attendance which is a proof of the diligence of the young person while attending the programme of training.

■ Break in Study

- 1.28 A young person must have valid reasons to request a break in his or her training while following a programme of training. The young person may present a written request to the Senior Manager through his or her Youth Worker before suspending his or her attendance in the programme of training. The young person will need to present valid reasons for his or her request as well as any proof of evidence for the request. It is important that the young person understands the full consequences of his or her decision when requesting a break in his or her training. The Senior Manager will consult with the Youth Worker before a decision is communicated in writing to the young person. When a young person is granted a break in his or her training, this will not automatically mean that the Youth.inc Programme assumes responsibility that, in future, there will be the continuation of the current training programme that the young person is following. Hence, it is important that young people understand that when they take a break in their programme of training, if they are re-admitted, their programme cannot be guaranteed to resume in the same format as if there was no break in their training.

■ Resignation from or Return to Programme of Training

- 1.29 A young person who wishes to resign before completion from a programme of training is to officially write to the Senior Manager stating the reasons for his/her resignation. Young people may request any certification for which they are eligible for partial fulfilling the programme of training in accordance to the Acquiring Accreditation policy. There shall be no refund of any payments made if such withdrawal takes place before the end of the programme of training.
- 1.30 If a young person wishes to return to his or her programme of training after resigning from the said course, he or she shall write to the Senior Manager to seek confirmation whether he or she can be re-admitted into the programme of training. The young person must also satisfy any conditions laid down by the Programme that may be required before re-entering the programme of training. These conditions may include repeating certain programme courses, sitting again for assessments, etc. The Senior Manager will give in writing the conditions of return to the young person before being re-admitted into a programme of training.

■ Assessment Reports and Records

- 1.31 The Youth.inc Programme, through the Senior Manager together with the Youth Workers or Trainers are responsible for the assessment of all young people. The ongoing assessment of the participants is set up by the Trainer or Youth Worker delivering the course in accordance to these guidelines. Youth worker and trainers are to inform young people about the mode of assessment at the beginning of each module.
- 1.32 The Youth Worker or the Trainer is responsible for finalising the assessment reports which are to be forwarded to the Senior Manager for official publication.
- 1.33 The Senior Manager is to keep a copy of all results and, where applicable, copies of the young person's assessment for any possible verification process that may take place.
- 1.34 The Youth Worker or Trainer is responsible, if necessary, to provide any written feedback to the Senior Manager for each assessment that is undertaken by the young person whether in the form of assignments, projects, non formal or formal assessments.
- 1.35 The Senior Manager or his/her delegate is entitled to oversee the full process of the assessment methods, and to nominate any person who can assist in the internal verification methods of the Programme.
- 1.36 All members of staff at Youth.inc involved in the assessment of the young people shall make known any personal relationships, or other potential conflicts of interest that they may have with any candidates whom they are assessing. Any doubts in this regard should be referred to the Senior Manager. The Senior Manager will consider whether members of staff should absent themselves from all or part of the assessment due to possible conflict of interests. The decision taken by the Senior Manager will be final.

■ Responsibilities pertaining to Assessments

- 1.37 It is the responsibility of the Senior Manager to ensure that young people and staff are informed of the policy and guidelines that govern the assessment methods by the Youth.inc Programme and all the requirements that are set for every assessment.
- 1.38 The Youth Workers and Trainers are also responsible that all young people receive adequate notice of the details of assessment arrangements for each course.
- 1.39 The Youth Workers and Trainers are to immediately report to the Senior Manager any irregularities in the process of assessment that come to his or her knowledge.
- 1.40 The Senior Manager is to investigate any cases of alleged injustice in the assessment of young people, and to ensure that such cases are dealt fairly.
- 1.41 The Youth Worker and Trainer are to provide for any special assessment arrangements for students with disability in accordance to the Assessment Access Arrangement Policy.
- 1.42 Youth Workers and Trainers are to immediately report any misconduct during assessments

to the Senior Manager. A written report is to be made to the Senior Manager at the earliest opportunity and without delay.

- 1.43 All Youth Workers and Trainers are to ensure that deadlines for the submission projects, portfolios, assignments, or other written work are respected at all times. Extensions to deadlines can only be approved by the Senior Manager upon a request by the young person stating the reasons for the delay in submitting his or her work for assessment.
- 1.44 The Youth Worker or Trainer is to ensure that the grades given to the young people are fair, transparent and consistent in any given assessment or in any given course.
- 1.45 The Youth Worker following each young person in the programme is also responsible for the re-sits of young people in his or her group who have failed the assessment. They are to ensure that young people are given an appropriate assessment which reflects the knowledge gained during their programme of training and that they have appropriate access to be assisted in the preparing themselves for the re-sit.
- 1.46 If a young person wishes to contest the grade that he or she was awarded, he/she are to write to the Senior Manager with the reasons why he/she are requesting a review of their mark. The Senior Manager will request the Trainer/Youth Worker to clarify any reasons that are being presented by the young person. The final decision on the grade will be taken by the Senior Manager who will explain the reasons for the decision taken.

■ Access Arrangements

- 1.47 Access Arrangements for Assessments (AAA) are fair and equitable actions taken by Youth.inc Programme that help to reduce the impact effect of a disability or a difficulty in the young person's learning performance. This means that a young person is not necessarily defined as a person with a disability to be eligible for AAA, but if there are learning tools or facilities that can assist a young person to undergo a fair and equitable assessment then he or she may be eligible for such support.
- 1.48 Young people have different abilities and inabilities and some might acquire the knowledge, understanding and skills during courses but are prevented from demonstrating their attainment due to an impairment, learning difficulty or other obstacles. Youth.inc recognises the need for accessibility that the programme needs to provide for various young people. Young people with these conditions are listed below:
 - Mobility impairment
 - Visual impairment
 - Hearing impairment
 - Specific learning difficulties such as dyslexia or dyspraxia
 - Mental health problems
 - Medical conditions such as M.E., epilepsy, diabetes
 - Injury resulting from an accident
 - A condition resulting from an acute illness
 - Language barriers.
 - Severe Social and Physiological Neglect

This list is not exhaustive, meaning that Youth.inc programme will consider young people with other recognised impairments and conditions.

- 1.49 The following accessibility measures give the opportunity to young people to express their acquired knowledge and skills through different techniques of assessment.
- a. Venues for Assessment:
The assessment may be conducted outside the Agency's premises in exceptional circumstances where, for example, the young person is in hospital or home bound.
 - b. Time allowance:
 - Supervised rest breaks
 - Extra time.
 - Settling down period not exceeding 25% of the time allocated for assessment.
 - c. Project Work: Extension of deadlines, within a reasonable timeframe, may be allowed as long as the deadline does not compromise the publication of results at the agreed time.
 - d. Reader: When a young person has a severe impairment he/she may request a reader to read instructions, questions and sentences as set in the examination/test paper **without** explanation, translation and clarification.
 - e. Scribe: In exceptional circumstances, young people who are unable to physically write can be assisted by a dedicated scribe.
 - f. For young people with visual impairment:
 - Large prints of assessment papers
 - The trainer to score the assessment in large print.
 - g. For young people with dyslexia or dyspraxia:
 - The use of word processor may be allowed where appropriate.
 - h. For young people with ADHD:
 - A prompter can be assigned to draw the young person's attention back to the assessment task when the young person loses focus.
- 1.50 To be eligible for an Access Arrangement for Assessment (AAA) the young person must make a request through his or her dedicated youth worker. The request must be referred to the Senior Manager of the programme who will decide with the youth worker on the access arrangements that may be required. Any supporting documentation (medical and psychological reports) that may help in deciding what are the best access arrangements should be submitted when requesting such arrangements.
- 1.51 Young people, trainers, youth workers and the parents/guardians of young people need to be informed and made aware of access arrangements.
- 1.52 It should be noted that if these access arrangements are granted for certain units it may not be granted for others.
- 1.53 The trainers and youth workers have to make sure that young people are always assisted when they need to understand learning outcomes from the curriculum during or after the course, especially if the young person has an impairment or learning difficulties.
- 1.54 Submitting a false claim when applying for access arrangements will be subject to disciplinary procedures as the Youth.inc Programme will consider the claim as an attempt

for unfair advantage. This may involve cancelling assessment results which would have been conducted with access arrangements.

2.1 Youth.inc provides three different programmes of accreditation at three different levels:

Level 1: Access Skills for Independent Living and Working Life

Level 2: Skills for Vocational Pathways

Level 3: Connect: Skills and Competence for the Workplace

Youth.inc programme has two forms of accreditation for the award of certificates in every level programme that participants can follow. From following a course, you can obtain the Qualification Certificate or the Certificate of Competence.

■ Qualification Certificate

2.2 To gain the qualification certification for the full programme at Level 1, 2 or 3, participants have to gain 40 ECVET for level 1 and 60 ECVET for level 2 and Level 3. The following are the more detailed programmes of training that a participant needs to follow in each level:

■ Level 1: Access Skills for Independent Living and Working Life

Learning Outcomes of Level 1 from the Appendix on page 31.

Learners participating in the Level 1 programme will have to undertake and achieve the required learning outcomes in the following core units:

Skills for Learning and Communicating:

- Basic English
- Malti
- Practical Maths
- Basic ICT

Skills for Independent Living

- Personal Care and Well-Being
- Cooking and Home Management
- Leisure Recreation and Fitness
- Art, Craft and Design

Skills for Working Life

- Job seeking, Application and Interview
- Employment and the Workplace
- Soft Skills in the Workplace

Learners will also be required to undertake **Work Placement** as part of the Level 1 programme.

Learners will follow the learning outcomes in the following modules and to successfully achieve Level 1 certification they have to successfully reach the established number of hours and credits:

Module	Contact Hours	Study Hours	Supervised Hours	Assessment	Credit
English	30	19	-	1	2
Practical Maths	30	19	-	1	2
Malti	30	19	-	1	2
ICT	30	19	-	1	2
Personal Care and Well-Being	60	12	-	3	3
Cooking and Home Management	60	12	-	3	3
Leisure Recreation and Fitness	84	13	-	3	4
Art, Craft and Design	60	12	-	3	3
Job seeking, Application and Interview	60	12	-	3	3
Employment and the Workplace	60	12	-	3	3
Soft Skills in the Workplace	60	12	-	3	3
Work Placement	200	20	20	10	10

Level 2: Skills for Vocational Pathways

Level 2 Learning Outcomes from the Appendix on page 35.

Learners participating in the Level 2 programme will have to undertake and achieve the required learning outcomes in the following core units:

Skills for Learning and Communicating:

- Basic English
- Malti Bażiku
- Practical Maths
- ICT

Skills for Working Life and Independent Living

- Soft skills in the Workplace
- Project Management and Leadership
- First Aid
- Health and Safety
- Leisure Recreation and Fitness
- Art, Craft and Design

Young People have to also choose 10 modules for the following list to make sure that they achieve the number of hours and credits that are acquired to achieve the Level 2 Youth.inc Certificate:

Vocational Modules

- Animal Care
- Auto Electric
- Basic Construction Skills
- Beauty Care – Hair Removal and Waxing
- Beauty Care – Make Up
- Beauty Care – Manicure and Pedicure
- Beauty Care – Massaging
- Beauty Care – Nail Art
- Beauty Care – Personal and Skin Care
- Cooking
- Cake Decorating
- Customer Care
- Electricity
- Electronics
- Film Making
- Furniture Restoration
- HACCP
- Hairdressing
- Hospitality
- Introduction to Social Care
- Photography
- Upholstery
- Water Technology
- Web Design
- Woodwork

Learners will also be required to undertake **Work Placement** as part of the Level 2 programme.

Module	Contact Hours	Study Hours	Supervised Hours	Assessment	Credit
English	28.5	20	-	1.5	2
Practical Maths	28.5	20	-	1.5	2
Malti	28.5	20	-	1.5	2
ICT	28.5	20	-	1.5	2
Art, Craft and Design	45	50	-	5	4
Project Management and Leadership	50	45	-	5	4
Soft Skills in the Workplace	50	45	-	5	4
First Aid	13.5	35	-	1.5	2
Health and Safety	13.5	35	-	1.5	2
Leisure Recreation and Fitness	75	20	-	5	4
Work Placement	240	35	20	5	12
Animal Care	13.5	35	-	1.5	2
Auto Electric	13.5	35	-	1.5	2
Basic Construction Skills	13.5	35	-	1.5	2
Beauty Care – Hair Removal and Waxing	13.5	35	-	1.5	2
Beauty Care – Make Up	13.5	35	-	1.5	2
Beauty Care – Manicure and Padicure	13.5	35	-	1.5	2

Module	Contact Hours	Study Hours	Supervised Hours	Assessment	Credit
Beauty Care – Massaging	13.5	35	-	1.5	2
Beauty Care – Nail Art	13.5	35	-	1.5	2
Beauty Care – Personal and Skin Care	13.5	35	-	1.5	2
Cooking	13.5	35	-	1.5	2
Cake Decorating	13.5	35	-	1.5	2
Customer Care	13.5	35	-	1.5	2
Electricity	13.5	35	-	1.5	2
Electronics	13.5	35	-	1.5	2
Film Making	13.5	35	-	1.5	2
Furniture Restoration	13.5	35	-	1.5	2
HACCP	13.5	35	-	1.5	2
Hairdressing	13.5	35	-	1.5	2
Hospitality	13.5	35	-	1.5	2
Introduction to Social Care	13.5	35	-	1.5	2
Photography	13.5	35	-	1.5	2
Upholstery	13.5	35	-	1.5	2
Water Technology	13.5	35	-	1.5	2
Web Design	13.5	35	-	1.5	2
Woodwork	13.5	35	-	1.5	2

■ Level 3: Connect: Skills and Competence for the Workplace

Learning Outcomes for Level 3 in the Appendix on page 31.

Learners participating in the Level 3 programme will undertake and achieve the required learning outcomes from the following **Project-based** units (choice of three) which are:

- Product Design, Promotion and Sales
- Manufacturing
- Construction and Refurbishment
- PC, Web and Networking Support
- Health and Social Care in the Community
- Hair and Beauty Care
- Hospitality

Learners must select two **Work Placements** that relate to and complement their project-based learning activities. Learners will complete their **ECDL modules** and follow a lifeskills programme **Competences and Skills at the Workplace**. They take part in seminars and live-in experience on **Communication and Teamwork**; as well as participate in projects and activities in **Creativity, Leisure and Fitness Activity**.

Project Based Learning	Choice of 3 options	18 credits
Product Design, Promotion and Sales (6 credits)	6 hours per week for 10 weeks	Optional
Manufacturing (6 credits)	6 hours per week for 10 weeks	Optional
Construction and Refurbishment (6 credits)	6 hours per week for 10 weeks	Optional
PC, Web Design and Networking Support (6 credits)	6 hours per week for 10 weeks	Optional
Health and Social Care in the Community (6 credits)	6 hours per week for 10 weeks	Optional
Hair and Beauty Care (6 credits)	6 hours per week for 10 weeks	Optional
Hospitality (6 credits)	6 hours per week for 10 weeks	Optional

SUBJECT	DURATION	CREDITS
ECDL		3 credits
ECDL	20 weeks – 1.5 hours per week or 10 weeks – 3 hours per week	Compulsory
Skills for Independent Living: Creativity, Leisure & Sport	Choice of various options	4 credits
Competences & Skills at the Workplace		12 credits
Term 1 (3 credits)	60 hours	Compulsory
Term 2 (3 credits)	60 hours	Compulsory
Term 3 (3 credits)	60 hours	Compulsory
Skills for Working Life: Communication & Teamwork		4 credits
Teamwork Seminar (3 Credits)	A three day Live-in experience	Compulsory
Communication (1 credits)	2 one-day seminar	Compulsory
Work Placement		19 credits
Work Placement 1 (7 credits)	120 hours	Compulsory
Work Placement 2 (12 credits)	240 hours	Compulsory

2.3 Certificate of Competence

If participants have not completed the full qualification certification in a programme at a particular level programme but have attended a minimum of 3 months of training and a minimum of 10 ECTS, they will receive a certificate of competence. The certificate of competence will include the details of the participants' attainment during their course of studies.

2.4 Grading Scale

The following grading scale will be listed on the certificate achieved by the participant after completion of the programme.

Grade	Description	Range
Distinction	Excellent Quality	80%-100%
Merit	Good Quality	60%-79%
Pass	Average Quality	40%-59%
In Attendance	Satisfactory Participation	n/a

2.5 Mark up to attain a Pass Mark

If a young person in their assessment have attained a near mark (38 or over) to a pass mark, he or she may benefit from a mark up. The mark up is only awarded if the young person has shown determination and an effort to reach the pass mark.

3

Procedures for Young Persons' Grievances

- 3.1 Youth.inc programme seeks to respect the dignity of every young person, promotes inclusion and believes in the democratic rights of individuals. Unbecoming conduct and discrimination are prohibited and such behaviour is considered as intolerable, unacceptable, and deplorable.
- 3.2 Young people and staff are expected to learn and work in an environment in which they feel safe, comfortable, secure and assured. The Youth.inc Programme believes that such environment is conducive to ensure a learning atmosphere and a friendly environment.
- 3.3 The purpose of the young persons' grievance procedures is to provide the young person with a fair and prompt way to resolve a grievance that may have arisen. This objective is pursued through the use of both informal procedure and, if necessary, through the formal grievance process.
- 3.4 Youth.inc Programme has developed a Good Behaviour and Discipline Policy which is to be adhered to by everyone. This policy is always explained to the young people at the beginning of each programme year and all members of staff, especially the Youth Workers in their groups, are to take the initiative to remind the young people of the different provisions of this policy.
- 3.5 Minor grievances which may result from misunderstandings or mix-ups may be dealt with through the informal procedure. Young people should find ways of trying to resolve such minor issues within the remit and place where the incident occurred. However, they are also encouraged to speak out and report any serious incidents or if they feel unreconciled with resolving any grievances that took place during their programme of training.
- 3.6 Young People who wish to register a formal grievance complaint are to put their request in writing to the Senior Manager and include all details of the incident as well as any supporting evidence that may be available. The young person can be assisted by his or her Youth Worker to file the official grievance complaint. The Senior Manager may discuss the complaint with the youth workers of the young people involved. The Senior Manager may also ask a member of staff to investigate the complaint. The grievance complaint has to start being investigated immediately and if possible to be concluded within five working days of the receipt of the grievance complaint. Any grievances that pertain to Senior Manager shall be addressed directly to the Chief Executive Officer.
- 3.7 The Senior Manager shall communicate with the persons involved in the alleged grievance.
- 3.8 The Senior Manager shall try to conclude their investigation within five working days of

the start of their investigation and present his or her conclusions with recommendations to those who are involved in the investigation, but particularly to the young person who filed the complaint.

- 3.9 A formal meeting may be arranged by the Senior Manager between all those involved. During the meeting, every effort is to be made to seek solutions and reconcile the grievances that may have took place.
- 3.10 In cases where the Senior Manager feels that the young person's return to the Programme may further jeopardize the young person's situation, the Senior Manager is entitled to take the necessary remedial action to prevent the interests of the young person's concerned.
- 3.11 At every step of the formal grievance procedure, a young person can choose to be accompanied by a person of their fiduciary. It is the young person who is responsible to inform his or her fiduciary to attend at any stages of the process. The young person shall inform the Senior Manager that such a fiduciary person will be attending of any of the meetings in the formal complaint procedure.

- 4.1 Good Behaviour and Discipline applies to all participants registered with the Youth.inc programme whether on the premises of the Programme or in any other activity related with the Programme outside the Programme's premises.
- 4.2 Young people are expected to comply with the good behaviour and discipline at all times and places. Young people are expected to behave respectfully towards other students, the staff and any visitor.
- 4.3 Youth.inc provides clear behaviour guidelines to young people and parents, with regards to its expectations:
- Young people are expected to be polite, respectful and use appropriate language at all times with staff, other young people and visitors;
 - Young people are expected to cooperate and comply with staff requests and instructions at all times;
 - Young people are expected to engage positively in all sessions, completing set work and requesting support appropriately;
 - Young people are expected to achieve their potential and apply themselves across all aspects of the curriculum;
 - Young people are expected to cooperate and comply with Health and Safety requirements;
 - Young people are expected to cooperate and comply with the dress code;
 - Young people are expected to cooperate and comply with Youth.inc's policies and procedures on mobile phones, smoking, the use of the internet, dangerous objects, alcohol and drugs;
 - Young people are expected to uphold the good reputation of Youth.inc;
 - Young people are expected to behave appropriately and engage with staff and act positively during unstructured times of the day, and educational visits;
 - Young people are expected to refrain from any acts of intimidation, threats or acts of aggression towards other young people, visitors, members of the public and staff;
 - Young people are expected to cooperate and comply with the Equality Act 2015, which stipulates that all members of Youth.inc respect religious faith and beliefs, race/ethnicity, sexual orientation, gender and immigration status.
- 4.3 The Youth.inc Programme reserves the right to take any further necessary action to rectify any matter as a result of irregular behaviour to ensure the conformity of the Good Behaviour and Discipline Policy as well as to preserve the rights and the interests of other members of the Agency.
- 4.4 Young persons who participate in petty misconduct which are considered as minor

offences will be dealt with by members of the staff who are directly in contact and responsible of the young people. Staff members may also keep a record of the incident in the young people's file.

- 4.5 Repeated instances of minor misbehaviour may be followed by an official warning by the Senior Manager. The written warning shall make it clear that if the young person's misbehaviour persists this shall lead to disciplinary action as outlined in the Good Behaviour and Discipline Policy. The young person will also be informed of the consequences of his or her behaviour in line with these procedures.
- 4.6 All verbal warnings may be recorded in the young person's file and a copy can be requested by the said young person. If the behaviour of the young person improves, the Senior Manager may remove the said warning after three months from the date of the incident. The young person may also request for the report to be removed, if, after three months from the verbal warning, no further report of misbehaviour has been filed in the young person's personal file.
- 4.7 If the young person's behaviour is persistent and other minor breaches of misconduct are reported, the young person can be called in by the Senior Manager to attend to a meeting following the latest reported incident. The Senior Manager may be assisted by another member of the staff which was not involved in the incidents reported.
- 4.8 If young person is of minority age, the Programme reserves the right to inform parents and/or legal guardians. Parents and legal guardians may also attend any disciplinary hearings.
- 4.9 A young person may be allowed to bring forward any evidence or witnesses to defend his or her case before the Senior Manager.
- 4.10 The Senior Manager may decide to hear any other person who may assist in giving the young person a fair and transparent hearing.

■ Procedure for Serious Misconduct

- 4.11 A young person that acts with serious misconduct will be summoned by Senior Manager in the presence of his or her Youth Worker.
- 4.12 Youth.inc will consider applying suspensions for continuous breaches of the following unacceptable behaviours:-
 - Verbal abuse of another young person or staff;
 - Bullying, racism, sexism, homophobic behaviour, intimidation;
 - Persistent infringement of the non-smoking, prohibited substances rules;
 - Persistent disruption of lessons over a long period of time;
 - Persistent health and safety issues e.g. unsafe behaviour off site during outdoors activity;
 - Threatening, violent or aggressive behaviours (verbal or physical);
 - Presenting a significant risk to the health and safety of themselves or others;
 - Knowingly bring dangerous objects onto the premises.
- 4.13 **Warnings:** In order to effectively address challenging behaviour or to consider suspension

or exclusion of a young person, it is essential to first understand the possible underlying causes. Challenging behaviour is almost always a symptom of a problem with the young person, or with his close contacts. The causes can be extremely diverse, but can generally be categorised as medical and psychosomatic. Whatever the cause may be, it is important that the Senior Manager with the Youth Worker will be able to warn the bad behaviour in the young person concerned before any other drastic measures are taken.

On the other hand, if the decision has been taken that the young person is to be suspended or excluded, the young person has the right to appeal from this decision.

4.14 **Support after suspension or concerning behaviours:** After a young person is suspended or there are serious concerning behaviour, the Senior Manager will usually call a meeting between the young person, and the young person's parents/carers and the youth worker to guide the young person on his or her behaviour. This meeting may set limits for his/her behaviour, rewards good choices, and outlines consequences for poor choices. Youth.inc may then draw up a reintegration contract that sets out behaviour goals, or it may introduce an individual behaviour plan, in consultation with those involved. Keeping good communication between Youth.inc and the young person's parents/carers helps significantly with the progress with young people. The young person is asked for input which encourages him/her to connect into the process even further. Youth.inc will make every attempt to promote positive behaviour. We hope that by promoting positive behaviour all young people will access the wide range of rewards and incentives available.

4.15 Youth.inc Programme considers excluding a young person in cases of:

- Violent physical assault on another individual that causes actual bodily harm;
- Use of alcohol or prohibited drugs (sharing or trafficking);
- Repetitive unacceptable behaviour that causes serious psychological harm to other young people or staff members.

If a young person is excluded, he or she is automatically excluded from the following programme year. The young person can appeal from this decision by writing to the Chief Executive Officer, stating the reasons why he or she should be admitted following his or her exclusion from the programme.

Youth.inc can offer to support the young person to find alternative educational programmes or seek employment after the young person is excluded. It is important that the young person understands that he or she has been excluded for his or her behaviour but this does not mean that he or she will not be supported to find his or her place in society.

4.16 Parents of young people under a minority age will also be informed of the action being undertaken. They may also attend for any meetings on the young person's behaviour.

4.17 Copies of all correspondence, communication and proof of evidence is always kept in the young person's file.

4.18 If a young person wishes to appeal from any decision, he or she is to follow the Good Behaviour and Discipline Policy.

- 5.1 The Youth.inc Programme seeks to manage its records in an effective and efficient manner, and is obliged to create, maintain, preserve and dispose of records in compliance with data protection legislation to protect the privacy of individuals. These procedures provide for the management of the Agency's records management system and outline the responsibilities to create, maintain and dispose of the students' records. These procedures also outline the requirement of preserving records in the Agency's archives.
- 5.2 The young persons' registration, admission and record management fall under the responsibility of the Senior Manager for Youth.inc Programme.
- 5.3 The Senior Manager in the management of its records abides by the legislation as prescribed in the Data Protection Act and its subsidiary legislation. Records Management is the organisation of all information, whether it is held on paper or electronically. Records Management aims to govern the creation, distribution, filing, retention, storage and disposal of records.
- 5.4 The Youth.inc Programme's records are part of its corporate asset. They are important sources of administrative, evidential and historical information, and are vital to the Programme in its current and future operations. Records also provide part of the corporate memory of the Programme and give awareness and understanding of its history and procedures.

■ Registration and Admission

- 5.5 Prospective candidates to the Youth.inc Programme are to fill in the registration form to apply for a training programme that is offered. The Senior Manager will review all registrations in accordance to the established criteria for admission into the course. Young people will be informed whether they have been accepted or not into a programme of training.
- 5.6 If a young person is offered a place to follow a programme of training, the Senior Manager and the Youth Worker will provide the necessary information and support to help the young people to start their training programme.

6.1 Introduction

The work placement is central to the Youth.inc Programme's curriculum and plays a core role in the development of the young people's entrepreneurial and employability skills. Youth.inc Programme has a curriculum in which the work placement is featured significantly across all its non formal educational and training programmes. Young people undertake placements within a range of industries across many different sectors, with varying tasks and activities.

The purpose of this policy and procedures are to ensure that Youth.inc Programme promotes the work placement as an integral part of the curriculum and as an essential tool for progression to employment. Inherent in this policy is the commitment of Youth.inc Programme to support young people in selecting an appropriate placement and meeting the obligations in accordance to legislation.

Work Placement Policy

6.2 Guiding Principles

In the curriculum, the work placement is accompanied with a work skills development programme and activities which is available to all course participants. This work skills development programme aims to prepare and support the young people in preparation to their work placement.

Young people are guided to select their work placement to be relevant to the age and the skills level of the participant, taking into account the activities to be undertaken on placement. The work placement will abide by the 'Act that regulates Work-Based Learning and Apprenticeships within the context of a Vocational Educational and Training Programme'. This law ensures the suitability and conditions of work placement for young people in training and education. The work placement is to provide relevant activities for the learner who is undertaking the placement.

Learners who have not reached the age of 18 years are considered more vulnerable and at risk of injury in the workplace, and the consequence of this is that procedures are slightly different for this age group, as determined by the Young People (Employment) Regulations (2004).

Access to work placements for learners with any disability is actively promoted by the Programme. The Youth Worker will work with employers to ensure that appropriate adjustments are made to facilitate this. Additional care is taken to match the young person's skills with the work placement. Flexibility and adaptability will be considered during the work placement to achieve a learning experience for the young person.

This Policy applies to all learners at Youth.inc who undertake their work placement as an assessed part of their programme of non formal education. The Programme will take all the necessary steps to ensure a successful experience to its learners undertaking work placements.

The young people will be responsible for liaising with employers prior to commencement of their work placement. They are to ensure that the learning agreement is accepted by the employers and that the objectives will be achieved during placement. The Youth Worker will assist the young person to achieve this goal and will also meet with the employers to ensure that the work placement is suitable and that the employer has understood the purpose of the work placement and their responsibilities as outlined in the learning agreement.

6.4 Responsibilities of Youth.inc Programme

Youth.inc Programme has the duty to ensure that the work placement of the young person is a learning experience that is supported, safe, and enriching. This will include the provision of reliable and accountable systems to ensure that the work placement takes place in appropriate work environments and meets the requirement of the accrediting body – the National Commission for Further and Higher Education.

This policy serves as a guide and to direct members of staff involved in the management or administration of placements. The staff will be provided with guidance, supervision and training, so that they are aware of their responsibilities in the process, including when visiting placements.

Youth.inc Programme will keep a register of training agreements for each programme year. Every young person will have a signed contract which is kept in his or her personal file. It shall be the responsibility of the Youth.inc Programme to submit an annual report to the National Commission of Further and Higher Education in respect to the training programmes that are being provided to the young people in line with the 'Act that regulates Work-Based Learning and Apprenticeships within the context of a Vocational Educational and Training Programme'.

Youth.inc Programme will broadly supervise the suitability of work placements and the place of work. It will also ensure that each young person has a designated person supervising him or her during the work placement. The Programme will take all the necessary action to ensure the general wellbeing of the young person during his or her work placement. Each person will be offered an equitable opportunity to participate in his or her programme of work placement which is free from all discrimination.

Youth.inc Programme will maintain supervision of all work placements through the Youth Workers that are assigned to follow and supervise the young people. As part of their non formal educational programme, the young people will receive training to prepare them for the work placement. It will provide career and guidance services through the services of Youth Workers that will help and support the young people in choosing their career options for their work placement.

In line with the legislation, Youth.inc Programme will set up a 'Work Placement Coordinating Committee' which will manage the curriculum of the work placements,

review training programmes and set up the assessment criteria and oversee the work placements. The Committee will meet with the Youth Workers who supervise the work placement and decide on the final assessment mark.

6.5 Responsibilities of the Employer

Employers who accept young people for a work placement have a duty to teach and care for the young people during the placement. They are to ensure that the young people are provided with a learning environment that is conducive to the learning outcomes defined in the training programme.

The employer must ensure so far as is reasonably practicable the health, safety and welfare at work of the young person. This includes assessing the risks to which the learner on placement is exposed at work and providing training, instruction and supervision. These are particularly important aspects given the youth and inexperience of many of the learners on placement. The primary responsibility for meeting statutory Health & Safety requirements within a placement remains with the employer.

The employer is to provide adequate supervision for the young people following their work placement. This supervision ensures that the young person is being monitored and that adequate training is being provided. The employer is to provide the premises and the young person with the necessary tools.

Where appropriate, employers are to provide public liability insurance coverage and vehicle insurance for the young people. They are to ensure that learners are entrusted with tasks and activities that are within the physical abilities of the young people. They are to ensure to provide a safe and protective environment that is free from discrimination, workplace bullying or harassment.

Employers/ supervisors are expected to inform Youth.inc Programme of any shortcomings or difficulties that may arise throughout the work placement of the young person and to allow access to the Youth Workers of the Youth.inc programme to monitor the work placement of the young people who are training with them.

6.6 Responsibilities of Young People

The young person must collaborate and cooperate with the employer and the supervising member of staff. He or she must always show respect and responsibility and work toward the successful achievement of his or her work placement. The young people are to follow all the guidelines and instructions that the employer and the supervising member of staff may give to the young person from time to time. Any queries, difficulties, and challenges should be raised by the young person to the supervising members of staff.

Young people are to inform immediately their Youth Worker if the conditions of the work placement that were agreed to in the contract are not being followed and adhered to.

Young people on work placement have the same health & safety responsibilities as any other employees in the workplace. They must take reasonable care for their own health & safety and for the health & safety of other people who may be affected by their acts and omissions. They must also cooperate with the placement provider in complying with the placement provider's legal duties.

6.7 Assessment of the Work Placement

Youth.inc Programme bears the responsibility of the assessment of the work placement. These are based on the achievement of the core tasks work processes, competencies, and skills that are identified in the learning outcomes of the young person's work placement. The employer and young person are actively involved in the assessment process of the work placement. The assessment is ongoing and it is important for the Youth Worker to ask for feedback from both the employer/supervisor and the young person during each visit. In addition, the employer/supervisor can provide feedback via telephone/mobile number and/or e-mail.

At the end of the work placement, the Youth Worker is responsible to see that the assessment forms by the young person and the employer/supervisor are filled in adequately. In the final assessment, the Youth Worker will refer to the learning outcomes and check with the employer/supervisor which learning outcomes were achieved successfully.

The final mark of assessment will be given by the 'Work Placement Coordinating Committee' following a meeting with the Youth Worker.

6.8 Termination/Leaving a Work Placement Agreement

The agreement between the young person, the employer, and Youth.inc Programme is automatically terminated at the end of the work placement. All parties to the agreement have the right to terminate the agreement at any point in time. It is advised that if a party decides to terminate the agreement, he or she are to communicate with the other two parties and give the reasons of termination thereof. It is advised that termination should take place by mutual agreement between the parties in the best interest of the young person.

The work placement is to be terminated if the young person has failed to meet the requirements and obligations of his or her duties. Among the reasons of such obligations, there are: reporting late to work, misbehaviour, incompetence, safety reasons and lack of attendance amongst other reasons can all result to the termination of the work placement.

In such cases or if the young person opts to terminate the placement, and he/she does not provide a valid reason during a post mortem meeting with the Youth Worker, the young person is expected to find a new work placement and starts the work placement hours again.

If there are valid reasons in the interest of the young person that the work placement is terminated, then the Youth.inc Programme has to ensure that the transfer of learners from one employer to the other is facilitated by the youth worker. In such cases, it may be deemed necessary that the experience gained in the work placement is accredited as part of the requirements established in the module for the work experience.

Work Placement Procedures

6.9 Finding and Securing a Work Placement

Parents and young people are to be informed at application stage that the programme

has a work placement as part of their main learning component during their course in the Youth.Inc Programme. At the very beginning of the year, the work placement is discussed with the young person and the guardian/s at the profiling stage.

It is important to explain that the young people are expected to find their work placement which is suitable and in accordance to the career that the young person may be opting for in the future. The involvement and assistance from parent and guardians to find a work placement is recommended. It is important that young people try to confirm their work placement four to six weeks before the planned starting date.

If the young person is finding it difficult to find a work placement, it is important that the youth worker intervenes to support the young person as early as possible.

The Youth Worker is expected to make contact with the place of employment prior to the engagement of the work placement. The Youth Worker is to meet the employer and/or supervisor at least on one occasion before the work placement starts. The purpose of this meeting is for the Youth Worker to visit the place of work where the young people will be attending his or her work placement and assess the suitability of work placement and the place of work. Together, with the employer and/or supervisor, the Youth Worker is to agree on the learning outcomes of the placement of the young person.

In the months prior to the work placement, the Youth Worker will prepare and support the young person in view of their upcoming work placement. The Youth Worker is to work within their group of young people through delivering work skills development sessions, visits to workplaces, and by offering one to one meetings. The preparation for work placements is crucial for the successful preparation of the young person to follow their work placement.

Prior to the commencement of the work placement, the Youth Worker is to ensure that the purpose of the work placement is clear to the employer and/or supervisor. Learning outcomes are to be clearly defined, agreed upon and included in the work placement contract. The employer/supervisor is required to commit for the provision of training for the young person by signing a work placement contract prior to the start of the work placement.

6.10 Young Person's Duties

Young people are to follow instructions given by their employer and/or supervisor to the best of his or her ability. The young person is to observe the policies and code of conduct that is adopted at the workplace of his or her placement. He or she are to observe all health and safety procedures.

The young person is obliged to keep confidential everything that has been entrusted to him/her knowledge as confidential.

Young people are required to be on time, well groomed and perform the pre-agreed tasks during their work placement.

It is the sole responsibility of the young person to keep the attendance sheet, request the supervisor to sign it daily and to give it back to the youth worker once a week as agreed beforehand. In case the young person is sick, the young person is expected to inform

both the employer and the Youth Worker before the start of work placement time. When the young person returns back to work, the young person has to provide the employer with a copy of the sick certificate (blue) and provide the original copy to the Youth Worker.

In the event of problems or conflicts during the practical work experience the young person will firstly address the employer and/or supervisor. They can also seek the assistance of their Youth Workers who is supervising their work placement. They will attempt to find a solution after consultation with the young person.

At the end of the placement, the young person will ask for a letter of reference from the employer.

6.11 Employer/Supervisor's Duties

The employer/supervisor is required to commit for the provision of training for the young person by signing a work placement contract. The employer/supervisor is required to provide the young person with a safe environment. They are responsible to conduct any health and safety checks as required by legislation.

The employer/supervisor is expected to provide young people with the training as agreed in the work placement contract. The learning outcomes in the contract will be defined in consultation with the Youth Worker and the young person. The work placement is intended to help young people reach the agreed learning outcomes. In case of difficulties in reaching the learning outcomes, the Youth Worker and employer/supervisor are to discuss the situation from time to time.

It is important that the young person receives feedback from the employer/supervisor and the Youth Worker about their performance during the course of their work placement. The employer/supervisor is expected to give ongoing feedback to the young person in order to improve and attain the learning outcomes of the work placements. In addition, the employer/supervisor can provide feedback at any time through telephone or e-mail to the youth worker. The employer/supervisor is expected to provide feedback on the young person's work placement performance during each visit by the youth worker.

If the employer/supervisor thinks that it would help the young person to change or add some tasks, the employer has to inform the youth worker prior to assignment of new tasks.

The employer/supervisor has to sign the attendance sheet of the young person, stating clearly the date, starting time and ending time of the work placement hours. Breaks should not be included in the attendance sheet. It is important that this information is recorded in a strict manner.

The daily time spent by the young person at the place of work cannot be longer than the working hours applicable to other employees that are performing the same work. The employment hours may not be in conflict with the employment hours established in the labour legislation concerning young people.

The employer/supervisor will take measures aimed at preventing or combating forms of sexual harassment, discrimination, aggression or any form of violence. In cases of

such nature, the young person is entitled to immediately terminate his or her work placement without any effect on his or her assessment. The employer/supervisor is to report immediately any such incidents to the Youth Worker for the necessary action to be taken.

At the end of the placement, the employer/supervisor is expected to fill in the written evaluation form on the young person's work placement performance at the end of the work placement. At the end of the placement, it is the Youth Worker's responsibility to meet with the employer/supervisor to discuss the outcomes of the work placement and fill in the employer's assessment sheet. If the young person does well during the work placement, the employer/supervisor is expected to provide a letter of reference.

6.12 Youth Worker Duties

The Youth Worker is expected to make contact or meet the employer/supervisor at least on one occasion before the work placement starts. During this visit, the Youth Worker is to assess the suitability of the nature of the work placement as well as the place of work where the young person will be working. The Youth Worker is required to write the expected learning outcomes on the learning outcome sheet at the beginning of the placement. These learning outcomes should be discussed with the employer and the young person.

The work contract is to be signed prior to the start of the work placement and all agreed conditions are inserted in the agreement.

The Youth Worker is required to visit each young person at least once every two weeks on a regular basis. If it is deemed necessary, in exceptional cases, the Youth Worker will visit the young person more frequently. The Youth Worker is required to ask for feedback from the young people and employers. During these visits, the Youth Worker is required to give ongoing feedback to the young person in order to appraise and improve his or her skills at the workplace. The Youth Worker will keep a log book of the visit at the work placement and will record the progress and any incident of significance in the log book. This log book will also serve as a guide in the assessment of the work placement of the young person.

Every week during the lifeskills session, the Youth Worker is to process the work placement experience with the young people in their group. During the lifeskills session, the Youth Worker is to guide the young people in a sharing session which will help them to process any positive or negative experience that took place during that week. The Youth Worker is also to take note of any intervention that he or she might need to take on an individual basis to address any presenting issues that are raised by the young people with respect to their work placement.

At the end of the placement, the Youth Worker has to evaluate the learning outcomes and consults with the employer. The Youth Worker is responsible to fill in the assessment forms which are the basis for the final assessment of the work placement. The Youth Worker is to make sure that the employer and the young person are to fill in a written evaluation form about the young person's work placement performance.

It is the Youth Worker's duty to take the necessary action if he/she is aware that the young

person is being exploited during the work placement. It is the responsibility of the Youth Worker to protect the young person and ensures that he or she are benefiting from a learning and fruitful working experience. He or she is responsible to immediately discuss such matters with the line management for advice and guidance on what action is to be taken.

Access Skills for Independent Living and Working Life

The programme's aim is for young people to gain knowledge, skills and competences that will help them to live independently and start to prepare them for employment.

The learner will be able to:

- communicate clearly and effectively with others in both Maltese and English
- employ basic Mathematical and ICT skills in everyday life and work situations

The learner will be able to:

- act in a self-assured and confident manner and build and maintain healthy relationships.
- utilise her/his free time for life-enhancing recreational and creative purposes and demonstrate skills in self-expression.
- live an independent lifestyle and have the capacity to take care of their own person and domestic environment.
- contribute to and be productive in a workplace environment having had practical experience of working life and the competencies and skills required in the world of work.

Learners participating in the Level 1 programme will have to undertake and achieve the required learning outcomes in the following core units:

Skills for Learning and Communicating:

- Basic English
- Malti
- Practical Maths
- Basic ICT

Skills for Independent Living:

- Personal Care and Well-Being
- Cooking and Home Management
- Leisure Recreation and Fitness
- Art, Craft and Design

Skills for Working Life

- Job seeking, Application and Interview
- Employment and the Workplace
- Soft Skills in the Workplace

Learners will also be required to undertake **Work Placement** as part of the Level 1 programme.

Learners will follow the learning outcomes in the following modules and to successfully achieve Level 1 certification they have to successfully reach the established number of hours and credits:

Module	Contact Hours	Study Hours	Supervised Hours	Assessment	Credits
English	30	19	-	1	2
Practical Maths	30	19	-	1	2
Malti	30	19	-	1	2
ICT	30	19	-	1	2
Personal Care and Well-Being	60	12	-	3	3
Cooking and Home Management	60	12	-	3	3
Leisure Recreation and Fitness	84	13	-	3	4
Art, Craft and Design	60	12	-	3	3
Job seeking, Application and Interview	60	12	-	3	3
Employment and the Workplace	60	12	-	3	3
Soft Skills in the Workplace	60	12	-	3	3
Work Placement	200	20	20	10	10

■ Compulsory Credits

Personal Care and Well Being	Duration	3 Credits
Personal Care	10 weeks – 1.5 hours per week	Compulsory
Well Being	10 weeks – 1.5 hours per week	Compulsory
Sexuality	10 weeks – 1.5 hours per week	Compulsory

Cooking & Home Management	Duration	3 Credits
Budgeting & Banking	7.5 hours – 1.5 hours for 5 weeks	Compulsory
Cooking and Nutrition	10 weeks – 1.5 hours per week	Compulsory
Do-It-Yourself	10 weeks – 1.5 hours per week	Compulsory

■ Optional Credits

Art, Craft and Design	Duration	3 Credits
Design and Make	10 weeks – 1.5 hours per week	Compulsory
Crafts – Paper and Card Making	10 weeks – 1.5 hours per week	Optional
Crafts - Fabric	10 weeks – 1.5 hours per week	Optional
Photography	10 weeks – 1.5 hours per week	Optional
Film Making	10 weeks – 1.5 hours per week	Optional
Food Handling	10 weeks – 1.5 hours per week	Optional
Fretwork	10 weeks – 1.5 hours per week	Optional
Art	10 weeks – 1.5 hours per week	Optional

Optional Credits may change from time to time.

Leisure, Recreation & Fitness	Duration Choice of 5 options	3 Credits
Sports*	10 weeks – 1.5 hours per week	Optional
Volunteering	Minimum of 30 hours	Optional
Drama	10 weeks – 1.5 hours per week	Optional
Percussion	10 weeks – 1.5 hours per week	Optional
DJ	10 weeks – 1.5 hours per week	Optional
Activities	Minimum of 30 hours	Optional

* Various sport activities like Teamsport, Dance Fitness and Gym Fitness.

Optional Credits may change from time to time

The programme's aim is for young people to gain knowledge, skills and competences that will help them to be independent with a particular focus on employability. It also offers the possibility for participants to access further training.

The learner will be able to:

- communicate clearly and effectively with others in both Maltese and English
- demonstrate skills in self expression through arts, crafts and design and recreation and leisure activities.

The learner will be able to:

- act in a self-assured and confident manner both socially and in the workplace and build and maintain healthy relationships.
- employ essential Mathematical and ICT skills in everyday life and work situations.
- utilise her/his free time for life-enhancing recreational and creative purposes and demonstrate skills in self-expression.
- contribute to and be productive in a workplace environment having had practical experience of working life and the competencies and skills required in the world of work.
- demonstrate vocational skills and competencies in a range of occupational areas.

Learners participating in the Level 2 programme will undertake and achieve the required learning outcomes in the following core units:

Skills for Learning and Communicating:

- Basic English
- Malti Bażiku
- Practical Maths
- ICT

Skills for Working Life and Independent Living

- Soft skills in the Workplace
- Project Management and Leadership
- First Aid
- Health and Safety
- Leisure Recreation and Fitness
- Art, Craft and Design

Young People have to also choose 10 modules from the following list to make sure that they achieve the number of hours and credits required to obtain the Level 2 Youth.inc Certificate:

Vocational Modules

- Animal Care
- Auto Electric
- Basic Construction Skills
- Beauty Care – Hair Removal and Waxing
- Beauty Care – Make Up
- Beauty Care – Manicure and Pedicure
- Beauty Care – Massaging
- Beauty Care – Nail Art
- Beauty Care – Personal and Skin Care
- Cooking
- Cake Decorating
- Customer Care
- Electricity
- Electronics
- Film Making
- Furniture Restoration
- HACCP
- Hairdressing
- Hospitality
- Introduction to Social Care
- Photography
- Upholstery
- Water Technology
- Web Design
- Woodwork

Learners will also be required to undertake **Work Placement** as part of the Level 2 programme.

Module	Contact Hours	Study Hours	Supervised Hours	Assessment	Credit
English	28.5	20	-	1.5	2
Practical Maths	28.5	20	-	1.5	2
Malti	28.5	20	-	1.5	2
ICT	28.5	20	-	1.5	2
Art, Craft and Design	45	50	-	5	4
Project Management and Leadership	50	45	-	5	4
Soft Skills in the Workplace	50	45	-	5	4

Module	Contact Hours	Study Hours	Supervised Hours	Assessment	Credit
First Aid	13.5	35	-	1.5	2
Health and Safety	13.5	35	-	1.5	2
Leisure Recreation and Fitness	75	20	-	5	4
Work Placement	240	35	20	5	12
Animal Care	13.5	35	-	1.5	2
Auto Electric	13.5	35	-	1.5	2
Basic Construction Skills	13.5	35	-	1.5	2
Beauty Care – Hair Removal and Waxing	13.5	35	-	1.5	2
Beauty Care – Make Up	13.5	35	-	1.5	2
Beauty Care – Manicure and Pedicure	13.5	35	-	1.5	2
Beauty Care – Massaging	13.5	35	-	1.5	2
Beauty Care – Nail Art	13.5	35	-	1.5	2
Beauty Care – Personal and Skin Care	13.5	35	-	1.5	2
Cooking	13.5	35	-	1.5	2
Cake Decorating	13.5	35	-	1.5	2
Customer Care	13.5	35	-	1.5	2
Electricity	13.5	35	-	1.5	2
Electronics	13.5	35	-	1.5	2
Film Making	13.5	35	-	1.5	2

Module	Contact Hours	Study Hours	Supervised Hours	Assessment	Credits
Furniture Restoration	13.5	35	-	1.5	2
HACCP	13.5	35	-	1.5	2
Hairdressing	13.5	35	-	1.5	2
Hospitality	13.5	35	-	1.5	2
Introduction to Social Care	13.5	35	-	1.5	2
Photography	13.5	35	-	1.5	2
Upholstery	13.5	35	-	1.5	2
Water Technology	13.5	35	-	1.5	2
Web Design	13.5	35	-	1.5	2
Woodwork	13.5	35	-	1.5	2

Art, Craft and Design	Duration	4 Credits
Design and Make	10 weeks – 1.5 hours per week	Optional
Mixed Media – Cottage Craft	10 weeks – 1.5 hours per week	Optional
Mixed Media - Modelling	10 weeks – 1.5 hours per week	Optional
Photography	10 weeks – 1.5 hours per week	Optional
Film Making	10 weeks – 1.5 hours per week	Optional
Card Making	10 weeks – 1.5 hours per week	Optional
Fretwork	10 weeks – 1.5 hours per week	Optional
Art	10 weeks – 1.5 hours per week	Optional

Optional Credits may change from time to time.

Leisure, Recreation & Fitness	Duration Choice of 3 options	4 Credits
Sports*	10 weeks – 2 hours per week	Optional
Volunteering	Minimum of 30 hours	Optional
Drama	10 weeks – 1 hour per week	Optional
Percussion	10 weeks – 1.5 hour per week	Optional
DJ	10 weeks – 1.5 hours per week	Optional
Activities	Minimum of 30 hours	Optional

*Various sport activities will be held during the year – maximum of 50 hours

Optional Credits may change from time to time

	Duration	4 Credits
Health and Safety	10 weeks – 1.5 hours per week	Compulsory
First Aid		Compulsory

Project Management & Leadership	Duration	4 Credits
Project		Compulsory
Leadership Seminar	A 3 day Live-in Experience	Compulsory

Connect: Skills and Competences for the Workplace is an educational/training course delivered through the Youth.inc programme which is based on the premise that success can be achieved by young people if they are engaged and motivated to participate actively in an applied learning environment which is practical in its approach.

This Level 3 course will adopt a project-based learning and work placement approach in which the foundation skills and competences acquired at Levels 1 and 2 can be put to practical effect and quality tested in work and employment environments. The focus on the course will be building and enhancing workplace skills and competences in simulated and real work environments.

The project-based learning and work placement will focus on four interlocking and mutually supportive pillars:

- Accessing and utilising relevant resources;
- Demonstrating leadership and teamwork and other related interpersonal skills;
- Accessing, assessing and using relevant information;
- Adopting, evaluating and employing organisational, operational and innovate technological systems and methods.

The course's aim is for young people to develop and implement projects that simulate the work environment and undertake related work placements where they can utilise and display their competences and skills.

Learners participating in the Level 3 programme will undertake and achieve the required learning outcomes from the following **Project-based** units (choice of three) which are:

- Product Design, Promotion and Sales;
- Manufacturing;
- Construction and Refurbishment;
- PC, Web and Networking Support;
- Health and Social Care in the Community;
- Hair and Beauty Care;
- Hospitality.

Learners must select two **Work Placements** that relate to and complement their project-based learning activities. Learners will complete their **ECDL modules** and follow a lifeskills programme **Competences and Skills at the Workplace**. They take part in seminars and live-in experience on **Communication and Teamwork**; as well as participate in projects and activities in **Creativity, Leisure and Fitness Activity**.

Project Based Learning	Duration Choice of 3 options	18 Credits
Product Design, Promotion and Sales (6 credits)	6 hours per week for 10 weeks	Optional
Manufacturing (6 credits)	6 hours per week for 10 weeks	Optional
Construction and Refurbishment (6 credits)	6 hours per week for 10 weeks	Optional
PC, Web Design and Networking Support (6 credits)	6 hours per week for 10 weeks	Optional
Health and Social Care in the Community (6 credits)	6 hours per week for 10 weeks	Optional
Hair and Beauty Care (6 credits)	6 hours per week for 10 weeks	Optional
Hospitality (6 credits)	6 hours per week for 10 weeks	Optional

ECDL	Duration	3 credits
ECDL	20 weeks – 1.5 hours per week or 10 weeks – 3 hours per week	Compulsory

Skills for Independent Living: Creativity, Leisure & Sport*	Duration Choice of various options	4 credits
Sports	Maximum of 50 hours	Optional
Volunteering	Minimum of 30 hours	Optional
Drama	Project Based	Optional
Activities	Minimum of 30 hours	Optional

*Various project based activities will be held for participants in the creative and leisure sector.

Competences & Skills at the Workplace	Duration	12 Credits
Term 1 (3 credits)	60 hours	Compulsory
Term 2 (3 credits)	60 hours	Compulsory
Term 3 (3 credits)	60 hours	Compulsory

Skills for Working Life: Communication & Teamwork	Duration	4 Credits
Teamwork Seminar (3 Credits)	A three day Live-in experience	Compulsory
Communication (1 credits)	2 one-day seminar	Compulsory

Work Placement	Duration	19 Credits
Work Placement 1 (7 credits)	120 hours	Compulsory
Work Placement 2 (12 credits)	240 hours	Compulsory

