

**MINISTRY OF LABOUR, LOCAL GOVERNMENT AND
RURAL DEVELOPMENT**

REPORT

FOR

RIAL COOPERATION FUND (IACML)

OF THE ORGANISATION OF AMERICAN STATES

PROJECT

**On-site visit to the Ministry of Labor and Social Security of
Jamaica**

To analyze its Public Employment Service

Kingston, September 7-11, 2009

A collaboration between the Ministry of Labour, Local Government, and Rural Development of Belize and the Ministry of Labour and Social Security of Jamaica.

Prepared by: The Labour Department, Ministry of Labour, Local Government and Rural Development

Date: October 2009

ACKNOWLEDGEMENT

The On-site Visit to the Jamaica Public Employment Service by staff of the Ministry of Labour, Local Government and Rural Development of Belize is considered to be a stellar success.

The success was due largely to the support, hard work and endless efforts of a number of individuals and organizations. The Ministry of Labour, Local Government and Rural Development expresses its gratitude to the RIAL Cooperation Fund for providing financial support for this project; the hard work and dedication of Ms. Maria Claudia Camacho and Carolina Mejia from the OAS Secretariat in Washington D.C; and Ms. Kim Osborne and Ms. Lupita Thompson of the OAS Office in Belize. Their efforts in providing logistical and administrative support throughout the duration of this project were invaluable.

The Ministry of Labour Local Government and Rural Development, Belize, would like to express special thank and appreciation to the Government of Jamaica for making this venture a reality. Thanks to the Minister of Labour, Honourable Pearnell Charles and the Minister of state, Honourable Andrew Gallimore from the Ministry of Labour and Social Security in Jamaica, for their gracious welcome and valuable comments and suggestions during our visit.

The Belize delegates to Jamaica very much appreciate being selected to participate in this On-site visit to the Ministry of Labour and Social Security. The Ministry of Labour, Local Government and Rural Development of Belize is especially thankful to Ms. Dawn Ellis Francis, Acting Director of Research and Analysis for preparing the programme of activities. Also, special thanks to the Ministry's support team including Ms. Patrice Hylton, Ms. Camille Ashman and Mr. Lyndon Ford who contributed significantly in coordinating and facilitating the activities in the programme. Thanks to all the presenters for imparting the knowledge of their subject area in such a professional manner. Finally, thanks to everyone who supported this initiative and in some way contributed to its success.

INTRODUCTION

From 7 to 11 October 2009, three (3) Labour Officers of the Belize Ministry of Labour, Local Government and Rural Development participated in an On-site, observatory visit to the Ministry of Labour and Social Security of Jamaica under a Project funded by the Rial Cooperation Fund of the OAS. The Project's aim was the strengthening of human and institutional capacities of the ministries of Labour of the region through cooperation activities. The officers who participated were: Ms. Paulette Wagner, Ms. Rissela Dominguez and Mr. Herman Pastor Jr. During the Onsite Visit, site visits were made to various organizations that partner with the Jamaica Ministry of Labour in achieving the country's goal of increasing employability among its population.

The programme included a series of meetings with representatives of partners that work closely with the Jamaica Public Employment Service (PES). The delegates also met with and were given presentations by lead persons in the Ministry of Labour and Social Security including the Hon. Parnell Charles, Minister, and the Hon Andrew Gallimore, Minister of State.

Objective

The major objective of the On-site visit was to observe the day to day functions of the Jamaica Public Employment Services (PES) and to identify and recognize best practices that can be used to further develop the Public Employment Services (PES) in Belize.

DESCRIPTION OF ACTIVITIES

DAY 1: Monday September 7, 2009

I. Introduction of senior officials of Ministry of Labour and Social Security

We were introduced to senior officials of the Ministry of Labour and Social Security (MLSS) who gave us a brief description of the departments in which they work.

II. Electronic Labour Exchange

- A Demonstration of the Electronic Labour Exchange from employers and Job Seekers perspective was presented by Mr. Lyndon Ford, a job solicitor.
- The Electronic Labour Exchange (ELE) is an internet based employment system, which facilitates a “marriage” between employers and job seekers.

Benefits to employers:

- Employers are able to log on to the system and post job orders.
- Employers have access to a large pool of job seekers; an efficient means of sourcing prospective employees (Timely, confidential, less paper)
- The ELE provides screening of job seekers, interviewing and short listing candidates for employers
- The ELE provides a conference room facility which provides privacy and comfort for employers to interview job seekers

Benefits to Job Seekers:

- Jobseekers are able to post their résumés
- Jobseekers have access to computers to research vacancies and update résumés;
- ELE provides counseling to job seekers on desired career path.
- ELE Provides referral for training needs at training institutions (HEART/NTA)
- ELE serves as a cost saving mechanism to both parties since currently all services provided to users are free.
- The ELE uses this information to create a match between employer and job-seeker

Being a web-based system, the ELE caters to local and overseas customers. The website address is: www.lmis.ele.org.jm .

III. Electronic Labour Exchange Off-line

- A Presentation of the ELE off-line Services was done by Ms. Camile Ashman. This requires that the job seeker as well as the employer register at the office with the assistance of the technical staff instead of posting their résumés and vacancy themselves. The steps in registering for local employment manually are as follows:
- Jobseekers wishing to register at the office are required to bring along: one passport size photograph, two letters of recommendations, a résumé, certificates, relevant licenses and permits, TRN & NIS numbers.
- An attendance register is signed by every customer visiting the ELE. Visitors would indicate name, address and purpose of visit. First time visitors may come to register or registered jobseekers may come to update résumés, search for vacancies, or attend workshops hosted by ELE.
- A registration card is issued and explained to customers who are first time job seekers and should be presented each time the job-seeker visits the Office.
- Applicants' information is recorded in a Daily Register (name, address, etc.) Job seeker is interviewed and registration form is filled out, and items requested in step one are attached.
- If the job seeker did not bring along a résumé, one is prepared from information recorded on the registration form. If the jobseeker is computer literate they are allowed to enter their own data on computers available for public use or a data entry clerk enters information for those that require assistance.
- Completed forms are sent to an interviewer who checks and verifies information and then post résumé on the website. The interviewer also does career counseling for job seekers and those requiring special assistance are referred to HEART Trust and other enabling institutions partnering with the MLSS.
- Once the registration process is complete, registration forms are filed in numeric order and retrieved when applicants are recommended for the position they applied for.

IV. The Ministry Mission, Vision, Objective, Strategies and Performance Evaluation

An overview of the Ministry's mission, vision, objectives, strategies, and performance evaluation of the Ministry was presented by Mrs. Andrea Patterson-Morris, Director of Corporate Planning. In order to achieve its aims, the Ministry would set out strategies and major targets on a yearly

basis. It also specifies the responsibility of each department of the Ministry. See appendix 1 for Mission, Vision, aims of the Labour Division and responsibilities. It's of importance to note that the Ministry evaluates its performance on a quarterly basis. Reports of achievements are put together by the Research and Planning Department and department heads meet to discuss and defend their positions.

V. National Employment Report and the National Employment Policy

Ms. Lorraine Salmon, Senior Labour Market Analyst, made a presentation on the National Employment Report and the National Employment Policy. She mentioned that currently the Ministry does not have an employment policy, but is in the process of developing a national employment policy and that the collaboration of different stakeholders is necessary to develop this policy. The Employment Report provides statistics such as number of inspections conducted and number of employment provided. The statistics is compared to previous years.

VI. Labour Market Information System

Mr. Shaine Palmer, Labour Market Analyst did a presentation on the Labour Market Information System.

- It is a tool for manpower management and facilitates policy and decision making towards the operation of an efficient, well functioning economy.
- The system allows users to manipulate the data and generate reports, conduct trend analysis and employ referencing and projections.
- It provides summary and detailed labour demand and supply data, including, for example, data on the labour force; training and education; and local and international labour market trends. The LMIS is designed to improve the availability of labour market and information by facilitating better coordination between providers and users. Jamaica LMIS website is www.lmis-ele.org.jm

DAY 2: Tuesday September 8, 2009

I. Meeting with Minister of State

The day began by meeting Honourable Andrew Gallimore, Minister of State in the Ministry of Labour and Social Security. He mentioned that he was happy that Jamaica is being able to assist Belize, its neighboring Caribbean country. We discussed how the PES in Belize is operating and compared it to Jamaica. We also discussed topics such as population rate, employment and unemployment rate, and crime rate of both Belize and Jamaica.

II. Labour Market Technical Advisory Committee

The Second meeting was with the Secretariat of the Labour Market Information Technical Advisory Committee (LMITAC). The Secretariat mentioned that starting an LMIS is not an easy job. That Jamaica got assistance from the ILO and they suggested that Belize should do the same.

- They also mentioned that we must form a Working Committee with all stakeholders who will contribute to the LMIS. The committee must meet regularly – monthly in beginning and quarterly after it is set up. The committee will have to form a policy and have strategies.
- Belize must get institutional strengthening; Jamaica went to the U.S.A for such. The LMIS will not only be of benefit to the Labour Department but will benefit the entire Country of Belize. Jamaica had to go to Canada to get training from Canada's LMIS. Countries that have good working LIMIS are New Zealand, Canada, and Australia. If Belize seeks the assistance of the ILO, we should recommend a country that will assist us.
- Timely availability of current data is an essential prerequisite for the success of the system and that cannot be overemphasized. Indeed, the system's efficiency and effectiveness rest heavily on the requirement and the willingness and ability of data providers to satisfy this need. Data providers include: statutory Organizations, Ministries and other Government agencies, public and private training and education institutions, and employment agencies, trainers, educators, employers and job seekers.
- The Ministry of Labour's main role would be receiving and processing the data and maintaining the web-site.

III. HEART Trust

Ms. Ann Marie Luis from HEART Trust made a presentation. HEART Trust is the National Training Agency and is a partner of the Government of Jamaica. The Trust was established to finance, develop and monitor employment training schemes, place persons looking for jobs and promote employment projects.

- They provide affordable and accessible world class training and job placement.
- NVQJ certification which enables you to take advantage of CSME, and international recruitment (American and Canadian).
- They strongly believe that education and training makes you employable and assessment and certification opens the gateway to employability. Grade one and two of the programs are free of cost, and persons obtaining such qualification are also provided with a stipend.

- They obtain their finance by getting a 3% tax levied on employers.

The website for HEART Trust is www.Heart/nta.org.

IV. Career Development Services Department

Ms. Erica Williams, Manager and Mr. Richard Shaw from HEART Trust made a presentation. In recognition of the importance of career development in education and training systems, the HEART Trust/NTA prepared a policy document on National Career Development, to be implemented by the Government of Jamaica. The policy advocates for the holistic development of the population through career development, to meet the challenges of a globally competitive environment.

The goals of the policy include:

- Career interventions at key transitions in the Education and Training system;
- Delivery of career services that are flexible and innovative to reflect the different needs and circumstances of various groups; and
- Access to career guidance and counseling services offered by appropriately trained and qualified practitioners for those who need help.

A representative from this Department attends the National Career Development Conference held in the United States annually. At this conference participants are kept abreast of the world of work that is always changing. At the conference held this year they were informed that Leading Careers are centered on Science, Technology, Engineering and Mathematics (STEM).

V. University of the West Indies

We visited the University of the West Indies, Mona Campus. Mrs. Merrit Henry presented on the Placement and Career Services. She explained that the Office of Placement and Career Services offers services in career development and job placement to the student population of the University of the West Indies, Mona. These services include an annual graduate recruitment exercise, career counseling, self-assessment, world of work seminars, and part-time and summer job placement.

One such initiative is Job-Link:

- Job link is their newest strategy, designed to put clients on the competitive edge using cutting-edge technology. Job link is a computerized job placement system which links job-seekers (UWI students and graduates) with prospective employers.

- For job seekers, it is a high-speed career networking tool that allows you to search for hundreds of great jobs. UWI students and graduates may register by typing their identification numbers and dates of birth.
- Employers who register choose a login identification and password for future use. Employers are able to place their vacancies on the system, and job seekers can apply for those jobs based on the areas of interest and need.
- Information on Job link is not accessible to unregistered parties and only placement and career Services staffs have access to confidential information.

The university also has a system in place called SIGI 3 - System of Interactive Guidance and Information

- SIGI 3 is a tool that can help students of UWI, Mona, plan their career. It is one of the most advanced education and career planning systems available. It combines the unique capabilities of the Internet with thoroughly researched information about occupations, work-related values, interests, personality type, skills, educational programs and more.
- It is a self assessment test that allows students to identify career options that best match their personality with the course they are planning to study.

VI. Jamaica Confederation of Trade Unions

We Visited the Jamaica Confederation of Trade Unions (JCTU) and met with Mr. Keith Comre and George Fyffe. JCTU represents the workers and their motto is “Dialogue before Confrontation. They stated that they are the “Government’s Watchdog” and no government worker can be fired without them being notified. They believe that the government wants to grow the economy through increased employment and the only way to do this is through training people. People need to be trained in Academics and Vocational and Agriculture and agreed that Agriculture would have to be subsidized.

DAY 3: Wednesday September 9,2009

I. The Youth Empowerment Strategy

Ms. Anderson gave a presentation on The Youth Empowerment Strategy (YES). She stated that the Ministry of Labour & Social Security, in contributing to the National Transformation Programme, launched a project of community uplifting through ‘YES’. The Programme specifically targets youths in communities deemed vulnerable of falling prey to the vicious monster of crime and the attendant violence that comes with it. The targeted cohorts are youths 16 – 30 years of age inclusive of both genders. The educational status of the persons to be engaged is not critical, since the partners in the project will evaluate their needs.

Assistance will be given to persons in the following area:

- Education – persons seeking to become literate; enroll in CXC Courses; enroll in CAPE Courses; enroll in tertiary level short courses (1yr max); gain certification
- Entrepreneurial – new or old business, agriculture – chicken rearing, bee keeping, cash crops etc.
- The success of the project depends on collaboration with other entities and for this reason alliance has been formed with institutions. This will be an ongoing process where visits, reports and consultations will track the progress of the participants in the Programme. The beneficiaries are asked to give back something to their community – (transfer lessons learnt by teaching another person in need to raise chickens and giving some chicks to start business.)

II. Registering of Private Employment Agencies

Miss Joan Archer of the Employment Agency Unit in the MLSS explained that this unit is responsible for registering and monitoring the private employment agencies in Jamaica. They showed us the different forms used in the process of registering and inspecting these agencies. We also viewed a copy of the licence issued to the agency and legislation governing this area.

III. Meeting with the Minister of Labour and Social Security

We met with the Minister of Labour and Social Security, Honourable Parnell Charles. He expressed his pleasure in having his Ministry hosting us and trust that we were taking back valuable lessons. He believed that the future is geared towards a multi-task society; that every worker must be multi-skilled to fit in the global economy. He acknowledged that Jamaica may never be able to provide work for all its people and agreed that its better to train them for international job opportunities and lose them through brain drain as opposed to having their brain in the drain. He also admitted that once Jamaicans can find gainful employment overseas the remittance that comes back in foreign exchange forms part of there economy.

IV. Employers' Federation Foundation

Ms. Brenda C. Cuthbert, Chief Executive Officer, Jamaica Employers' Federation Foundation (JEF) gave us a presentation. JEF was established in 1958 and registered as a Trade Union Act in 1919. JEF is part of the tripartite representative to the International Labour Organization (ILO) with the Government and the Unions being the other two members. JEF also sits on other international bodies such as the International Organization of Employers (IOW) and the Caribbean Employer's Confederation (CEC). Locally, JEF is the sole employer representative on a number boards, making the organization an effective spokesperson for employers. JEF's objective is to safeguard and promote the interests of the employers in all matters affecting relations between employers and employees. JEF offers training to Employers and their staff

upon their request. (They would prepare and deliver a specific Customer Service package for a specific business place for a small fee)

V. Ministry of Education

A presentation from the Ministry of Education was done by Mrs. McKenzie. She explained that there are four levels of education in Jamaica: Early childhood, primary, secondary and tertiary. Currently they are working on ensuring that no child will enter the secondary level without the required literacy and numeracy skills. Students are given a competency test in grade 4; if a student fails he is given a second and third chance to resist the exam in grades 5 and 6. The students are passed on to successive grades with a profile indicating specific needs and the Ministry has devised specific tools that is given to successive teachers to help bring students with specific needs up to required standards.

The Ministry of education has realized that the studying population is increasing and there are not sufficient schools. As a result there is a shift system in certain schools to accommodate more students until more schools are built. The first shift is from 7:00 am to 12:30 pm and the second shift is from 1:00 pm to 5:00 pm. Two major disadvantages of this system is that the Ministry had to cut social activities (i.e. Drama & Sports Clubs); and working parents have to leave children who attend the afternoon sessions at home unsupervised when they leave for work in the morning.

DAY 4: Thursday September 10, 2009

I. Entrepreneurship Day

The Ministry of Labour and Social Security organized an Entrepreneurship Day. The main purpose of the day was to enlighten job-seekers on the importance of saving and how to access small loans for entrepreneurship.

Several persons from different financial institutions made presentations to job-seekers such as:

- Capital and Credit Merchant Bank presented on saving for retirement,
- Jamaica National Small Business Loan Ltd. presented on types of loans offered and interest rates and how you can apply and qualify for a loan,
- Credit Union presented on small business loans and saving for retirement, and
- Finally Jamaica Business Development Corporation.

II. Craft Fair

In the afternoon the Employment Unit also held a Craft Fair. The public were informed and job-seekers were called and invited to attend. Two volunteers came in and taught the fifteen women that attended how to make cushions. They were taught how to Cut, sew and decorate the pillow and case for cushion.

III. Pay and Conditions Employment Unit

Ms. Hamilton from the Pay & Conditions Employment Unit of the MLSS gave a presentation. She explained the process used when employers will make payment for benefits due to workers. She also explained the process used when doing inspections and the process in taking a matter to court if the employer decided not to pay. She said that when a complaint is received the labour officer would call the employer to explain that a complaint was done at the Ministry and invite him in for a meeting, if the employer chooses not to attend the meeting a letter is issued giving a date for a meeting, if the employer decided not to go to the meeting, a second warning letter is issued to the employer, if there is still no reply then a final warning is issued stating that if payment is not done or if employer does not attend the meeting then the matter is taken to court. (NB: 21 days, 14 days, and 7 days warnings are given in letters.)

IV. PATH Program

The Programme of Advancement through Health and Education (PATH), is a Conditional Cash Transfer (CCT) programme of the Government of Jamaica which delivers social benefits to the most needy persons in the society. PATH is administered by the Ministry of Labour and Social Security through the network of 13 parishes.

Target group includes:

- Children 0-17 years (Older if attending secondary school)
- Pregnant and lactating mothers
- Persons 60 years and over
- Persons with disabilities
- Poor Adults

Beneficiaries receive:

- Cash (\$530 per person per month),
- 100% School fees assistance for students attending Government Secondary Schools,
- Free medical care in Government facilities,

- Free access to government's Book Rental scheme and
- Free meals under Government's school feeding programme.

V. Lifelong Learning Focus Group

Lifelong Learning Focus Group is a committee consisting of representatives from private and public sector companies and training and educational institutions working towards the development of a culture of lifelong learning in Jamaica.

Lifelong Learners are persons who are constantly participating in learning activities – formally and informally. These activities continue throughout their lifetime.

Lifelong learning can:

- Improve your job or career prospects,
- Make your work more satisfying and increase your chances of promotion,
- Be at social activities where you meet people with similar interests.
- Develop your skills and talents and
- Help you to get more out of life.

VI. Steps to Work Program

Ms. Marcia Bolts presented from Steps to Work Program. This is a government initiative funded by MLSS through a loan from the World Bank operating in six parishes since May 2007. It targets persons between 15 and 64 especially those families receiving assistance from PATH. It provides opportunities for them to complete High School, obtain skills and access loans for small business ideas.

VII. Special Youth Employment & Training Project

Ms. Karen Courtney presented on Special Youth Employment & Training Project (SYEAT). In this initiative the Ministry of Labour and Social Security have enlisted the assistance of employers to be partners to facilitate the engagement of trainees under a one year “apprentice arrangement”. During attachment each trainee will be required to undertake a Programme of training and certification to a minimum educational status. Ms Courtney stated that entry level criteria to work in Jamaica is 5 CXC passes including Math and English and a major factor contributing to youth unemployment is the lack of requisite competence and skills to function

effectively in the labour market. Thus, this Programme has been developed as a short-term measure to promote youth employment, skills training and overall development thereby enhancing the long term benefits to the trainee. Upon registration each person will be screened and assessed to determine the relevant organization for placement. The assessment process will also determine whether a potential trainee will undertake formal training at either HEART Trust/NTA or Jamaica Foundation for Lifelong Learning (JFLL).

DAY 5: Friday September 11,2009

I. Work & Study Programme to Canada

Mr. Rajiv Clarke from the MLSS presented on the Work & Study Programme to Canada. The Ministry of Labour and Social Security formed partnerships with several Canadian institutions to create a work and study Programme that would train and place applicants in jobs in Canada. Currently training is being sought in Culinary, Hospitality and Tourism, and Automotive Service Technicians and Construction Workers. The duration of the Programme is eight months. The first two months is spent taking classroom instructions at the college; then four months paid work in your trade and a final two weeks of classroom instructions followed by writing the respective examinations for certification in specific subject area. Applicants must be between ages 21 – 45 years old. Applicants are responsible for their tuition fees as well as additional fees such as insurance, accommodation, visa and airfare. Upon successful completion of the Programme students are then eligible to apply for an eight month post graduate work permit and continue to work in Canada for an additional eight months after which they can apply for Canadian residency via the Provincial Nominee Programme.

II. Job Soliciting

Two Job solicitors, Mr. Lyndon Ford and Mr. G. Sadler, took us to do Job soliciting. We went to a Sports goods store. We were introduced to the Human resource Manager. She explained that she needed seven sales persons. Mr. Ford and Mr. Sadler explained the services offered by the Electronic Labour Exchange and how they could help the manager fill existing vacancies by short listing persons to be interviewed and forwarding their résumé's to her.

Job solicitors must be eloquent speakers to be able to convince employers that the PES is good quality service that they should use.

MAIN RESULTS AND FINDINGS

SOME OF THE MOST IMPORTANT LESSONS LEARNT:

I. The PES is not a stand alone Unit

- It has many working partners that help to provide training needs and capacity building for job seekers.
- Education is very important – it must take place from birth to death.
- Education should be relevant – Job seekers should be trained to meet the needs of employers – locally, regionally and internationally.
- Every Country needs a plan on how to help job-seekers get competence needed and access training needed to be certified in specific skills.
- Evaluate competence of all potential job seekers – (Literacy and Numeracy skills)
- Ensure that all jobseekers can read and write and compute at Primary School level before they access skills training at ITVET institutions.
- Have a training agency like HEART Trust to provide affordable and accessible world class training.

II. The Labour Market Information System (LMIS) is important for a Country's economy

- The LMIS provides data for trends in demand and supply of labour and labour market phenomena.
- It facilitates policy and decision making towards the operation of an efficient, well functioning economy.

III. Competent officers and a proper procedure are essential for the PES to be successful

- Employment Officers must be competent in all aspects of services offered by PES (Job soliciting, promotion, career development and counseling etc.)
- PES needs a proper procedure for registration of job-seekers and employers.
- All Private Employment Agencies should be registered and monitored.

IV. PES should provide different activities to assist job-seekers

- Organizing Entrepreneurship Day (These enlightens job-seekers on the importance of saving and how to access small loans as entrepreneurs)
- Having Craft Fairs teaches job-seekers different arts and craft so that they can develop new skills.
- Community uplifting projects launched through initiatives like YES.
- Creation of Work and Study Programmes (i.e. Form partnerships with Canadian institutions to train and place applicants in jobs in Canada)
- Conduct Job Fairs to allow job seekers to identify skills training and vacancies available at participating institutions and businesses.

NEXT STEPS

Belize must carry on the following:

- Prepare a procedure manual for PES (Follow process of Jamaica's ELE in recording and logging information on job-seekers and accessing services rendered by PES.)
- Train employment officers in all aspects of services offered by PES.
- Set up database to store data on job-seekers and businesses registered.
- Develop an Internet-Based employment system.
- Register and monitor private employment agencies.
- Organize and conduct entrepreneurship day, craft and job fairs.
- Introduce programs similar to YES.
- The Ministry of Labour must establish a relationship with ITVET so they can function like HEART Trust.
- Form a Lifelong learning Focus Group.
- Identify potential partners that will work along with the PES and assist in the development of the LMIS. (Ministry of Education, Ministry of Economic Development, BELTRAIDE, Social Security Board, National Trade Union Congress, Belize Chamber of Commerce, University of Belize, Training Institutions – (ITVET, BIM, YWCA), Private Employment Agencies, Government Initiatives – Youth for the Future (YFF), Conscious Youth Development Program (CYDP) etc.)
- Seek international support to help set up LMIS (OAS for funding, ILO and choice of Country with established LMIS).
- Set up LMIS.
- Promote the LMIS when it is ready.
- Form partnership with Canadian institutions to create employment opportunities overseas through Work and Study Programmes.
- Seek assistance from OAS to send representatives from Belize Labour Department to attend the annual National Career Development Conference held in the United States.

EVALUATION OF THE ACTIVITY AND RECOMMENDATIONS

The general objective was to observe the day to day functions of the Public Employment Service of Jamaica with a view to bringing back valuable information on best practices that can be used to further develop the Belize Public Employment Service.

This objective was met significantly. The exposure received in this very compact week has been both an eye opener and a verification of some opinions we had. The experience has taught us how important it is to unite. Coordination and networking is necessary among all stakeholders if Belize is to decrease unemployment and crime rate and increase literacy and numeracy competence.

RECOMMENDATIONS

It is recommended that the Ministry of Labour seek to strengthen the services offered by the Public Employment Services (PES) and develop a Labour Market Information System to create crucial linkages between the PES and workforce development and educational systems.

The first step is to form alliances with all stakeholders involved in the overall social and economic development of Belize. This group would include Ministry of Education and all educators and trainers, the Chamber of Commerce and employers, Ministry of Economic Development, Ministry of Finance, BELTRAIDE, Private Employment Services and other government and non-government initiatives that are actively involved with empowering people to reduce unemployment and crime rates.

JAMAICA ADDITIONAL COMMENTS

On the last day of the visit an oral evaluation was conducted in order to get feedback on the usefulness of the visit to the Belize delegation. They indicated that the visit had made them aware that several elements were needed in order to make their Public Employment Service (PES) viable. They took note of the services that the Jamaican PES provides and some of the problems that are encountered. They also showed an interest in Jamaica's Labour Market Information System (LMIS)¹. They indicated that they had a different perception of what an LMIS should be and how it can be used to support the PES.

¹ The Jamaican PES is a component of the LMIS.

APPENDIX 1

VISION

The vision of the Ministry is to create an environment within which our clients can access efficient and effective labour and social security services within the context of globalization

MISSION

The Mission of the Ministry is to promote a stable industrial climate through tripartite dialogue, ensure the highest standards of occupational safety and health at the workplace facilitate increased access to employment and effectively manage social protection programmes including those for groups with social needs such as households below the poverty line, the elderly and persons with disabilities.

LABOUR DIVISION

The Labour Division Aims to:

- Promote the development of the Jamaican labour market within the context of the global economy
- Increase access to local and overseas employment
- Ensure that private employment agencies are monitored
- Address the welfare of the families of workers on the overseas employment programme,
- Ensure the operation of an effective system to facilitate information flow between job seekers, employers, educational institutions, investors, etc
- Promote good working relations between employers and workers, both unionized and non-unionized
- Establish and maintain a systems of minimum wage rates and workers for the protection of vulnerable and non-unionized workers
- Ensure the provision for and the development of a national Occupational Safety and Health programme
- Enhance economic development through the promotion of productivity growth; and
- Promote adherence to core labour standards as set out in the International LAbour Organization (ILO) conventions

RESPONSIBILITIES:

INDUSTRIAL RELATIONS

Conciliation and Pre-Conciliation
Pay and Conditions of Employment
The Industrial Disputes Tribunal
Minimum Wage Advisory Commission
Labour Advisory Council
International Labour Agency & Information
The Jamaican Productivity Center
International Programme for Elimination of Child Labour

MANPOWER SERVICES

Overseas employment
Local Employment/Electronic Labour Exchange
Family Services Unit
Monitoring of Private Employment Agencies
Work Permits
Special Youth Employment and Training Project
Youth Empowerment Strategy (YES)

Schedule of Activities for the Belize Delegation

Monday, 7 September 2009

Time	Activity	Venue
9:00 a.m. - 9:40 a.m.	Meeting with Senior Officials of the Ministry	S6 Conference Room
9:50 a.m. - 11:20 a.m.	Demonstration of the Electronic Labour Exchange (ELE) from Employer and Job Seeker Perspectives	ELE
11:20 a.m. - 12:00 p.m.	Presentation of the ELE off-line services	ELE
12:00 p.m. - 1:00 p.m.	LUNCH	
1:00 p.m. - 1:30 p.m.	Mission, vision, objectives, strategies and performance evaluation of the Ministry Mrs. Andrea Patterson-Morris, Director of Corporate Planning	PRMU Conference Room
1:30 p.m. - 2:10 p.m.	Labour Market Information (types, producers and dissemination) Mr. Shaine Palmer, Labour Market Analyst	PRMU Conference Room
2:10 p.m. - 3:10 p.m.	Meeting with Planning, Research and Monitoring Unit Staff	PRMU Conference Room
3:10 p.m. - 3:50 p.m.	Presentation on the Proposed Skills Bank Mr. David Peddie, Senior Systems Analyst	PRMU Conference Room
3:50 p.m. - 4:20 p.m.	Presentation on the National Employment Report (N.E.R.) and the National Employment Policy (N.E.P.) Miss Lorraine Salmon, Senior Labour Market Analyst	PRMU Conference Room
4:20 p.m. - 5:00 p.m.	Promotion of the Labour Market Information System (LMIS) Miss Taneisha Witter, Research Officer	PRMU Conference Room

Tuesday, 8 September 2009

Time	Activity	Venue
9:00 a.m. - 9:30 a.m.	Meeting with Minister Andrew Gallimore, Minister of State in the Ministry of Labour and Social Security	National Heroes Circle Office
10:00 a.m. - 11:00 a.m.	Meeting with the Secretariat with the Labour Market Information Technical Advisory Committee (LMITAC)	Planning Institute of Jamaica
11:10 a.m. - 12:10 p.m.	Meeting with HEART Trust/NTA	HEART Trust/NTA 6B Oxford Road
12:10 p.m. - 1:40 p.m.	LUNCH	
1:40 p.m. - 2:40 p.m.	Meeting with Professional Guidance Information Service (PROGIS), HEART Trust/NTA	VTDI Gordon Town Road
3:00 p.m. - 4:00 p.m.	Meeting with University of the West Indies (UWI)	UWI Mona
4:15 p.m. - 5:15 p.m.	Meeting with the Jamaica Confederation of Trade of Trade Unions (JCTU)	JCTU Hope Boulevard

Wednesday, 9 September 2009

Time	Activity	Venue
9:00 a.m. – 9:20 a.m.	Youth Empowerment Strategy (YES)	
9:20 a.m. - 11:00 a.m.	Job Shadowing	ELE and PRMU
11:00 a.m. - 11:30 a.m.	Meeting with Minister of Labour and Social Security, Hon. Pearnel Charles	North Street Office
11:30 a.m. - 1:00 p.m.	LUNCH	ELE Conference Room
1:00 p.m. - 2:30 p.m.	University of the West Indies (UWI)	UWI Mona
2:30 p.m. - 3:30 p.m.	Jamaica Employers' Federation (JEF)	JEF Office Ruthven Road
3:45 p.m. - 4:30 p.m.	Ministry of Education (MOE)	MOE Office National Heroes Circle

Thursday, 10 September 2009

Time	Activity	Venue
9:00 a.m. - 9:10 a.m.	Introductory Comments and Opening of Entrepreneurship Day	Conference Room E
9:10 a.m. - 9:50 a.m.	Capital and Credit Merchant Bank (saving for retirement)	Conference Room E
10:00 a.m. - 10:40 p.m.	Jamaica National Small Business Loan Ltd.	Conference Room E
10:50 p.m. - 11:30 p.m.	COK Credit Union (small business loans and saving for retirement)	Conference Room E
11:30 p.m. - 12:00 p.m.	Jamaica Business Development Corporation (JBDC)	Conference Room E
12:00 p.m. - 1:00 p.m.	LNUCH	
1:00 p.m. - 2:30 p.m.	Craft Fair	Conference Room E
2:40 p.m. - 3:00 p.m.	Meeting with Mrs. Hamilton	ELE Conference Room
3:00 p.m. - 3:20 p.m.	Presentation on Steps to Work	ELE Conference Room
3:20 p.m. - 3:40 p.m.	HEART Trust/NTA	ELE Conference Room
3:40 p.m. - 4:00 p.m.	Special Youth Employment and Training Project (SYEAT)	ELE Conference Room
4:00 p.m. - 5:00 p.m.	Presentation on Some of the Research Conducted by Planning, Research and Monitoring Unit (PRMU)	PRMU Conference Room

Friday, 10 September 2009

8:30 a.m. - 10:00 a.m. Job Shadowing in the ELE and PRMU

10:30 a.m. - 10:50 a.m. Job Soliciting

11:20 a.m. - 1:30 p.m. Job Shadowing in the ELE and PRMU

1:30 p.m. - 1:50 p.m. Evaluation