



YOUTH EMPLOYMENT... Where to Go?



Young participants in a job readiness session, carried out by the Electronic Labour Exchange (ELE) Unit, the job placement arm of the LMIS.

Although declining, youth unemployment is still a major concern in Jamaica. There are a number of programmes which are designed to address this issue. Below are seven (7) programmes which offer various services to reduce youth unemployment such as job placement, apprenticeship, training and financial support for entrepreneurship.

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A summary of Labour Market Forum 2017.

1. Labour Market Information System (LMIS)

LMIS is an internet based system which is operated by the Ministry of Labour & Social Security (MLSS). It facilitates job placement, provides labour market intelligence and offers career development services. For further information on the LMIS, log on to www.lmis.gov.jm.

2. National Youth Service (NYS)

The NYS offers services to youths, 17-24 years. It is designed to help in fostering their personal and career development as well as enhance their contribution to community and national development. Please see www.nysjamaica.org for further information.

3. Housing Opportunity Production Employment (HOPE)

This programme provides educational and job opportunities for youths 18-24 years who are not employed or enrolled in school or any training programme. It involves training and apprenticeship. Interested persons can access information at <http://sdc.gov.jm>

4. Jamaica Business Development Corporation (JBDC)

The JBDC provides support to potential and existing entrepreneurs through its Financial Support Service Unit, Technical services and Business Development Process. There are no requirements needed other

than an interest in entrepreneurship and a willingness to participate in the process of development. Aspiring entrepreneurs can find more information on the JBDC website at www.jbdc.net

5. New Employment Opportunity for Youths in Jamaica (NEO)

NEO was created to alleviate unemployment and provide job opportunities to poor, vulnerable and low income Jamaicans, aged 17-29 years. The Programme also equips participants with the soft skills needed for the labour market.

6. Youth Upliftment Through Employment (YUTE)

YUTE is an initiative, aimed at addressing the urgent needs of at-risk youths, between the ages of 16-29 years. For further information contact yutejamaica.com.

7. Citizen Security and Justice Programme (CSJP)

CSJP's mandate is to create a safer Jamaica, by preventing and reducing crime and violence. The programme provides training in conflict resolution and promotes citizen-police relations. It also makes jobs, skills and entrepreneurship training more accessible for vulnerable groups, particularly at-risk youths and women. For further information, contact <http://www.csjp.gov.jm>.

MAJOR PROJECTS: Job Opportunities & Soft Skills Required

Figures released by the Statistical Institute of Jamaica (STATIN) shows that unemployment is declining. The unemployment rate was 9.7 per cent in the second quarter of 2018, compared to 12.2 per cent for the same quarter in 2017. According to Jamaica Promotions (JAMPRO), a number of projects are on the horizon, which are expected to create employment opportunities for job seekers. These projects, along with the types of associated job opportunities can be seen in Table 1.

Improving employability with soft skills

The National Labour Market Survey (2017) revealed that aside from knowledge and work experience required for the job, employers look for several attributes when hiring, such as being committed and responsible. These attributes are related to soft skills in the workplace.

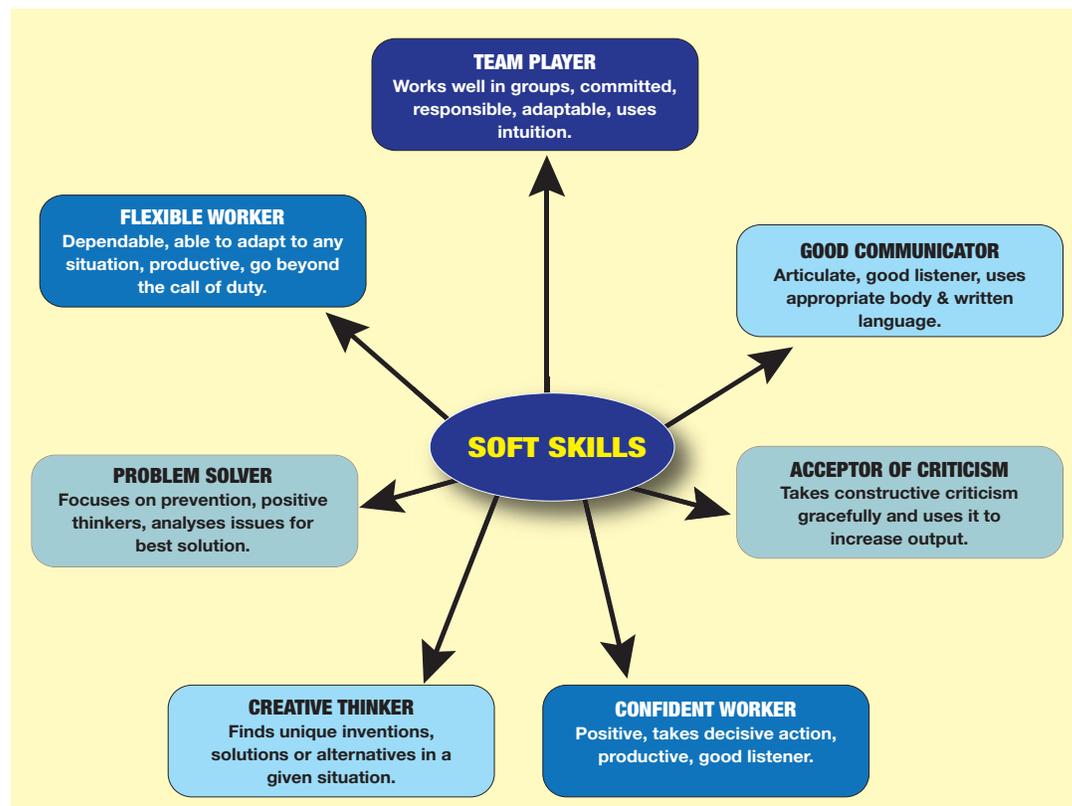
Soft skills are the interpersonal or "people" skills workers need that enable successful interaction with an organization's internal and external customers. The absence of soft skills can lead to conflicts, grievances, behavioural issues, high staff turnover and industrial relations matters.

Some of the workers with desired soft skills include good communicators and problem solvers. Figure 1 shows several soft skills which will allow a job-seeker to more readily land a job.

Table 1: Projects and Job Opportunities for Jamaicans

INDUSTRIES/PROJECTS	JOB OPPORTUNITIES
JISCO/ALPART	Plant Managers, Engineers, Pipefitters, Welders, Electricians, Mechanics, Construction Workers, Tilers
BAUXITE/OTHER MINING JOBS	Engineers, Drivers, Machine Operators, Drill Operators
LOGISTICS/MANUFACTURING	Ship Repairers, Mechanics, Engineers, Drivers, Security Guards, Welders, Trucking Workers, Courier Delivery Workers, Marine and Offshore Services Workers
CREATIVE INDUSTRIES	Dancers, Video Camera Operators, Actors, Production Manager, Make-Up Artists, Drivers, Construction Workers, Security Personnel, Caterers, Musicians
AGRIBUSINESS	Market Analysts, Commodity Specialists, Financial Analysts, Inventory Managers, Supply Chain Managers, Value Chain Specialists, Statisticians, Business Development Officers, Production Managers, Marketing Officers, Post-Harvest Managers, Production Managers, Costing and Pricing Officers, Incentive Officers
TOURISM	Housekeepers, Chefs, Entertainment Coordinators, Tour Guides, Air Conditioning Technicians, Spa and Wellness Technicians, Carpenters
CONSTRUCTION/INFRASTRUCTURE	Civil Engineers, Plumbers, Drywall Installers, Architects, Painters, Electricians, Building Surveyors, Site Inspectors, Skilled Manual Labourers
BUSINESS PROCESS OUTSOURCING	Customer Service and Sales Representatives, Telemarketers, Call Centre Agents, IT Support and Data Entry personnel

Figure 1: Characteristics of workers with soft skills in the workplace



FUTURE JOBS AND CHANGING OCCUPATIONS

The World Economic Forum article on

“The Future of Jobs, Employment, Skills and Workforce Strategies for the Fourth Industrial Revolution (2016)”

highlighted that by 2020 areas of growth will include:

- ◆ Management;
- ◆ Sales and related areas;
- ◆ Engineering;
- ◆ Computer and Mathematics Training; and
- ◆ Education and Training.

These trends are currently observed in Jamaica, as evidenced by analysis of job vacancies and work permit data which are found in the Hot Occupations Analysis Report, published by the Ministry of

Labour and Social Security. The Report shows that among the top jobs are Managers, Engineers, Sales workers, Teachers and Information Technology Technicians.

The Future of Jobs Article also indicated that many jobs which existed ten (10) or even five (5) years ago are not around today, thus further inferring that at this pace, 65 per cent of children in primary schools will be employed in new jobs. Technological advancement and other factors were cited as drivers of these changes. The impact include the creation and displacement of jobs, as well as widening of skills gaps. Jamaica has experienced some of these changes. For instance, the displacements of jobs in the Banking industry due to automation of some services. However, due to increased internet use, job opportunities have been realized in this industry, along with others such as Business Process Outsourcing and Information and Telecommunication.

Some of the emerging jobs in Jamaica are Network Analysts, Cyber Security Analysts, Food Technologists and Energy Specialists while those that have been declining include Postal Clerks, Bank Tellers and Travel Agents.

See Figure 2.

FIGURE 2:
Emerging and Declining Jobs/Area in Jamaica



OVERSEAS & REGIONAL EMPLOYMENT OPPORTUNITIES

The Overseas Employment Programme, which is administered by the Ministry of Labour and Social Security (MLSS) plays an integral role in providing jobs for Jamaicans to work in the United States and Canada. The Programme places approximately 16,000 persons in overseas employment each year.

The benefits of this Programme are more than just financial gains as it contributes to the holistic development of workers and their families. These include improvement in academic performance and school attendance of children of workers.

A study conducted by the MLSS on "The Impact of the Canadian Farm Work Programme on farmers and their family members" revealed that workers have acquired a number of skills while in Canada, which include:

1. Operating high power machines
2. Driving bulldozers
3. Operating grading machine
4. Constructing and operating green houses
5. Driving forklift vehicles
6. Learning Spanish language
7. Setting up irrigation pipes
8. Using chemicals to grow and treat plants



9. Developing techniques in picking strawberries and raspberries, as well as replanting suckers

The CARICOM Single Market and Economy (CSME)

The CSME allows for economic integration within the Caribbean region, which includes access to employment in 13 member-states. Persons desirous of working in these

countries should apply for and acquire a Certificate of Recognition of CARICOM Skills Qualification. This can be obtained in Jamaica at the MLSS North St. Office. The workers who are eligible to work in each Member-State are shown in **Figure 3**. Recently, Agricultural Workers, Security Guards, Beauticians and Barbers were added to the list.

FIGURE 3:
Category of persons who qualify for a Skills Certificate



For further information on the CSME, please visit the Ministry's website at www.mlss.gov.jm, LMIS web-site at www.lmis.gov.jm. and the CARICOM website at www.caricom.org.

LEARNING A FOREIGN LANGUAGE

For Greater Possibilities

Many occupations such as Interpreters, Linguists, Foreign Language Teachers and Translators require qualification in a foreign language. However, according to Karen Hoyte-Braham, Programme Coordinator of the Language Training Centre (LTC), **“Learning a second language is important as this can only help to enhance your skills in whatever career you choose to do. It may also make you more marketable**

and versatile in your field, whether its Sports, Medicine, Sales or Merchandise.”

Mrs. Hoyte-Braham pointed out that from time to time, tertiary graduates from Jamaica seek employment overseas and because some of them have the ability to speak a foreign language it puts them in a better position of gaining employment overseas. See Figure 4 for areas which are linked to foreign languages.



LANGUAGES	MEDIA & MARKETING	CUSTOMER SERVICE	AIR & MARINE TRAVEL	INTERNATIONAL BUSINESS	OTHER JOBS
Bilingual and Multilingual Teachers and Lecturers	Journalists	Front Desk Workers - Receptionist	Airport Personnel-Flight Attendant, Pilots/Front Desk workers	Foreign Civil Service-Liaison Officer	Health Workers-Nurses and Medical Doctors
Translator/sub-titles and voice overs	News Presenters	Front Desk Workers - Receptionist	Marine Workers-Captains, Chefs	Diplomatic Corps	Sommelier
Linguist	News Correspondents	Telephone operators	Hotel and resort staff-Managers, Tour Guides, International Cuisine Chefs	Import/Export Specialist	Musicians
Foreign news correspondents	Advertising Agents	Customer Service Representatives	Travel Agents	International banking and finance officers	Multilingual defence Attorney
Editors	Public Relations Officer		Customs Agents	International Telephone Operators	

“With a foreign language, it can open up possible job promotion as a person can be posted overseas to work which would make it easier for them to communicate in the country where they are placed. We have had a case where a nurse came in to us to learn Spanish so that she can communicate properly with her patients”, the Programme Coordinator said. She explained that nowadays, some companies are hiring persons who are capable of speaking a foreign language and for that reason, more Jamaicans are urged to learn a second language.

The fast growing Business Processing Outsourcing (BPO) sector is one area in which speaking a second language has become an important asset, as Customer Service Representatives now have to interface with overseas customers on a regular basis. “If a Customer Service Representative is working in the BPO sector and receives a call from a Spanish speaking customer, then the worker would be in a better position to meet the needs of the customer if they are able to speak Spanish as well,” Hoyte-Braham explained. There is also a growing demand for speakers of

foreign language in the Tourism industry in areas such as Management, Tour Operators, Executive Chefs and Watersports. Persons who have acquired qualifications in a foreign language can work as Liaison Officers, Journalists, Media Personalities and Marine Workers (See Figure 4).

Studies conducted by the Ministry of Labour and Social Security, also reveal a demand for languages such as Mandarin, French and Italian.

LMIS PICTORIAL HIGHLIGHTS



Hon. Shahine Robinson, bringing remarks at the inaugural Labour Market Forum 2017, held at the Jamaica Pegasus Hotel in Kingston. Seated at the table are Permanent Secretary, Colette Roberts Ridsen (left) and Head of Hugh Lawson Shearer Trade Union Education Institute, Danny Roberts (right).



Permanent Secretary, Colette Roberts Ridsen (left), signing Memorandum of Understanding between the MLSS, St. Ann Chamber of Commerce and the Jamaica Hotel & Tourist Association Ocho Rios Runaway Bay Chapter, at the MOU signing Ceremony in March 2018.



Mrs. Andrea Patterson-Morris (centre), Director, Corporate Planning (MLSS) presenting on "Labour Market Trends" at the NCU Research Week 2018.



Planning, Research & Monitoring Unit's Mr. Kenardo Phillips (left) and Mr. Shaine Plamer (right) of MLSS presenting the LMIS to third year student's of the Mico University College during a Career Counselling Course.



Electronic Labour Exchange department's Miss Abbigayle Grant (left) and Miss Dahlia Green (right) are the recipients of the Passport to Success master-trainer certification from the International Youth Foundation (IYF) in conjunction with New Employment Opportunities for Youth (NEO) Jamaica.



Mrs. Millicent Gayle (right), Administrator in the Ministry of Labour and Social Security, speaking to students of Pear Tree Grove Primary on their Career Day as they listened attentively.



SAY NO! TO CHILD LABOUR

What type of work should a child do? When is work considered dangerous for a child? These are some of the questions to consider when instructing a child to do work or observing him/her at work.

What is Child Labour?

Child labour is any work done by children which is mentally, physically, socially or morally dangerous and harmful to them and

interferes with their schooling, health and safety. It also involves putting to work those children who are under the minimum working age set by national legislation or international standards. Children who are above thirteen (13) but below fifteen (15) can be employed in prescribed occupations or "light work" for a maximum of 4 hours per day or 14 hours per week with supervision. Light work is work that is not hazardous to a child's health or development and does not hinder the child's education (**See Table 2**).

TABLE 2: Examples of Child Work

YES		NO
LIGHT WORK	CHILD WORK	CHILD LABOUR
<ul style="list-style-type: none"> Children 5-12 years can do light work but for non-economic gains. Children 13-14 years can do light work for economic gains. Non-economic gains include washing dishes, sweeping yards, washing uniforms and other household chores. Economic gains involve: Simple hair braiding tasks, Clerical Office work, Shelling peas and beans, Courier Clerk/Store Clerk/Sales Assistant, Supermarket Checkout Baggers, Home chores-tending to docile farm animals and vegetable garden and in-home babysitting of a child 9 months or older by 15 years or an older child. 	<ul style="list-style-type: none"> Children 14 years can enter the workforce. Those 16 years and over can do hazardous work but only with instructions training and supervision. Helping parents to care for the home and family for short periods during the day (not during school hours). Teenagers working a few hours before and after school. Work during holiday to earn pocket money. 	<ul style="list-style-type: none"> Working/begging on the street. Working in masseuses. Working as Go-Go dancers. Prostitution or involvement in pornography. Involvement in tobacco, drugs and guns. Lotto scamming or 'Dons' Apprenticeship.

The Situation of Child Labour in Jamaica

The Statistical Institute of Jamaica (STATIN) in partnership with the International Labour Organization (ILO), conducted a Study entitled "**Jamaica Youth Activity Survey 2016**". The Study revealed that:

- Approximately 8% or 53,274 of children 5-17 years old were employed in Jamaica.
- Non-working children 5-17 years attended school at a higher rate (97.9 %) than working children (93.5 %).
- Of the 53,274 working children in Jamaica, 71.3 % or 37,965 were involved in child labour.

- Of the 37,965 child labourers, 68.6 % or 26,053 were engaged in hazardous work. The school attendance rate for children engaged in hazardous work was 87.9 per cent.

Eliminating Child Labour

The MLSS has embarked on an extensive public education campaign to sensitize Jamaicans on issues surrounding child labour. In addition, the MLSS will be developing a database that will track and monitor child labourers. We therefore urge you to begin the fight by saying, **No!** to child labour.

A SUMMARY OF LMIS

Labour Market Forum 2017

In order to address some of the issues which were gleaned from the National Labour Market Study (2017), a Forum entitled **"Jamaican Employers and Educators Working together to close the skills gap"** was held in December 2017. In attendance were employers, students and representatives from tertiary institutions, which included Curriculum Developers and Job Placement Officers.

The Event covered: A testimonial from a participating employer in the NLMS (2017); Projects for economic growth and employment generation; Job opportunities and skills gap in Tourism and Business Process Outsourcing (BPO) sectors; Precarious employment and mitigating factors; Strategies to address lack of work experience and soft skills; Local and international partnerships; and Recognition by the MLSS Employers, Education and Training institutions and past scholarship holders from the LMIS School initiative.

Twenty-three (23) employers and six (6) education and training institutions were awarded for their valuable contribution to the LMIS over the years. In addition, two (2) scholarship recipients namely, Mr. Akeem McKenzie and Mr. Evonne McKenzie, along with one (1) Guidance Counsellor, Mr. Daniel Daley were awarded for excellent performance under the LMIS School Initiative.



Some Recommendations from the Labour Market forum were:

- Greater collaboration is required between companies and institutions (Cooperative education) in order to address the problems associated with the lack of soft skills, skills gap and a lack of work experience.
- Integrate soft skills in the school system before graduation from secondary school.
- Add more value to the BPO sector by tapping into the Legal and Medical Processing Outsourcing . In addition, the sector should put proper software in place to facilitate Persons with Disabilities (PWDs) in the workplace.

UPCOMING STUDIES AND ACTIVITIES



CANADIAN FARM WORK
PROGRAMME IMPACT STUDY
(PHASE 5)



COMING SOON, LAUNCH
OF PHASE 3 ENHANCEMENT
OF THE LMIS WEBSITE



THE ASSESSMENT OF OCCUPATIONS
AND SKILLS REQUIRED TO ADDRESS
THE NEED



LABOUR
MARKET STUDY IN FOUR
SELECTED PARISHES



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