



**Rialtas na hÉireann**  
Government of Ireland

# **Review of the Occupations Lists for Employment Permits**

July 2021

Public Consultation Submission Form

Prepared by the Department of Enterprise, Trade and Employment

[gov.ie](https://www.gov.ie)

# 1. Review of the Critical Skills Occupations List and the Ineligible Occupations List, July 2021

The Economic Migration Policy Unit of the Department of Enterprise, Trade and Employment now invite submissions from representative bodies, Government Departments, Agencies, and other interested parties to a public consultation to review the eligibility of occupations appearing on the Critical Skills List and the Ineligible Occupations List for employment permits.

Submissions will only be accepted on the attached form and must be submitted by email to [empu@enterprise.gov.ie](mailto:empu@enterprise.gov.ie) by **5pm, Thursday 12<sup>th</sup> August 2021**.

You are invited to make a submission with your observations if you feel that there is a skills deficit or surplus of individuals holding such skills, or a shortage of labour or surplus of individuals available to fill those labour needs, in relation to occupations in your sector and the impact of which is adversely affecting your industry. We are interested in any factors that you consider are appropriate in order to have an occupation considered for adjustment on the lists, for example, data on skills or labour shortages, recruitment efforts undertaken, retention difficulties, relevant training incentives, impact on business, expansion plans etc., or other evidence or data such as industry surveys or reports and views within your sector.

The submission process is an opportunity for stakeholders to provide information and experiences and different perspectives on the nature and extent of skill and/or labour shortages. Stakeholder submissions are a vital source of information and views, helping inform the Department's final assessment of the status of occupations.

## 1.1 Observations of other Government Departments

Respondents are advised that copies of submissions received will be forwarded to the relevant lead Government Departments for their sector and their observations and input sought in respect of those submissions. This is to promote an integrated approach to addressing skills and labour shortages in the State. Economic Migration Policy Unit will also undertake any necessary follow up with submitters and consultation with Government Departments/State Bodies and industry groups. This review process will involve consultation with an Interdepartmental Group (IDG) on Economic Migration Policy chaired by the Department of Enterprise, Trade and Employment with membership drawn from senior officials of key Government Departments and offices. At the end of the consultation process the Department will make recommendations to the Minister for Enterprise, Trade and Employment. Changes to the lists approved by the Minister will then be given legal effect by way of a statutory instrument.

## 1.2 Publication of Submissions and Freedom of Information

Any personal information, which you volunteer to this Department, will be treated with the highest standards of security and confidentiality, strictly in accordance with the Data Protection Acts 1988 and 2003. However, please note the following:

- The information provided in the submission form will be shared with relevant Government Departments and State organisations during the review process.

- The Department will publish the outcome of the reviews and the submissions received under this consultation on its website, and
- as information received by the Department is subject to the Freedom of Information Act, such information may be considered for possible release under the FOI Act. The Department will consult with you regarding such information before making a decision should it be required to disclose it.
- If you wish to submit information that you consider commercially sensitive, please identify that information in your submission and give reasons for considering it commercially sensitive.

## 2. Economic Migration Policy

Ireland operates a managed employment permits system maximising the benefits of economic migration and minimising the risk of disrupting Ireland's labour market. The employment permits regime is designed to facilitate the entry of appropriately skilled non-EEA nationals to fill skills and/or labour shortages in the State, required to develop and support enterprise for the benefit of our economy. However, this objective must be balanced by the need to ensure that there are no suitably qualified Irish/EEA nationals available to undertake the work and that the shortage is a genuine one.

The system is, by design, vacancy led and driven by the changing needs of the labour market, expanding and contracting in tandem with its inherent fluctuations.

Under the Employment Permits Acts, in order to work in the State, all non-EEA nationals require a valid employment permit or relevant immigration permission from the Minister for Justice which allows them to reside and work in the State without the requirement for an employment permit. The legislation also sets out various criteria that must be met when considering an application for each of the permit types including establishing there is evidence of a lack of suitable labour within the domestic labour market, eligibility, minimum annual remuneration and duration of proposed employment.

The State's general policy is to promote the sourcing of labour and skills needs from within the workforce of Ireland, the European Union and other EEA states. Employment opportunities which arise in Ireland should, in the main, be offered to suitably skilled Irish and other EEA nationals, and should only be offered to non-EEA nationals who possess those skills and where no suitable candidate emerges from within the EEA to fill the vacancy. This policy also fulfils our obligations under the Community Preference principles of membership of the EU.

To implement this policy, Ireland currently operates an employment permits regime that:

- focuses on key sectors and skills shortages, especially in economically strategic enterprises with potential for jobs growth;
- adheres to the principle of community preference and avoids disrupting the labour market or reducing the employment opportunities for the resident population;
- ensures that employment permit holders are making a positive net contribution to the Irish economy;
- minimises the potential for abusing the employment rights of migrants, is clear and consistent and therefore attractive to migrants and employers;
- is administratively effective and efficient, has a clear legislative basis, and is sufficiently flexible to react quickly to changes in the labour market.

## 2.1 The Occupational Lists for Employment Permits

The system is managed through the operation of the Critical Skills Occupations List and the Ineligible Occupations List which determine employments that are either in high demand or are ineligible for consideration for an employment permit.

- Occupations included on the **Critical Skills Occupations List** are highly skilled occupations which are experiencing labour or skill shortages in respect of qualifications, experience or skills and which are required for the proper functioning of the Irish economy.
- Every other job in the labour market, where an employer cannot find a worker, may be eligible for an employment permit. The employer must do a Labour Market Needs Test to see if there is anyone in the State/EEA who could fill the vacancy. If no-one suitable applies for the job, the employer is free to apply for an employment permit.
- Occupations included on the **Ineligible Occupations List** are occupations in respect of which there is evidence that there are more than enough Irish/EEA workers available to fill such vacancies, and therefore an employment permit shall not be granted in Ireland.

For your information, a copy of the current Occupations Lists are attached at the Appendix below and can also be found on the following website page link [enterprise.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/Employment-Permit-Eligibility/Highly-Skilled-Eligible-Occupations-List/](https://enterprise.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/Employment-Permit-Eligibility/Highly-Skilled-Eligible-Occupations-List/)

### 2.1.1 The Standard Occupational Classification system (SOC 2010)

The Lists are *guided by* the Standard Occupational Classification system (SOC 2010), a system devised to classify roles into occupational categories. SOC2010 is structured in nine major groups and 25 sub-major groups followed by minor groups and unit groups. Within the structure of the classification, occupations fall broadly into four skill levels.

The Lists operate at Levels 3 and 4 of SOC-2010. When processing employment permits, the Department evaluates the occupation based on its own criteria and salary, title, qualifications, and specifications etc., are indicative of those criteria used by the Department in determining the relevant SOC code to be applied.

**A copy of the latest Occupations Lists can be found at page 11 below. Submitters are advised to review the SOC2010 listing and where possible identify the most appropriate SOC code for the occupation referred to in order to provide clarity to the specific role. Link to information on the SOC system is also available on the following webpage under 'Eligibility and Requirements'** [enterprise.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/Employment-Permit-Eligibility/Classification-of-Employments/](https://enterprise.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/Employment-Permit-Eligibility/Classification-of-Employments/)

## 2.2 The Review Process

In order to maintain the relevance of these lists of occupations to the needs of the economy and to ensure the employment permits system is aligned with current labour market intelligence, the lists are subject to twice-yearly evidence-based review which is guided by the research and labour market intelligence undertaken by the Expert Group of Future Skills Needs (EGFSN) and the Skills and Labour Market Research Unit in SOLAS. Account is taken of education outputs, sectoral upskilling and training initiatives and any known contextual factors (e.g., planned expansions in sectors, if

known; Brexit; impact of Covid-19). The observations and input of relevant Government Departments are also incorporated in addition to the public consultation process. Submissions to the review process are also considered by the Interdepartmental Group on Economic Migration Policy chaired by the Department of Enterprise, Trade and Employment with membership drawn from senior officials of key Government Departments and Solas.

The Report on the Review of Economic Migration Policy, published in September 2018, included the recommendation that in order to make changes to the occupations lists, there would need to be a clear demonstration that recruitment difficulties are solely due to shortages across the EEA and not to other factors such as salary and/or employment conditions.

An occupation may be considered for inclusion on the Critical Skills Occupations List or removal from the Ineligible Occupations List provided that:

- There are no suitable Irish/EEA nationals available to undertake the work;
- Development opportunities for Irish/EEA nationals are not undermined;
- Genuine skills shortage exists and that it is not a recruitment or retention problem;
- The Government's education, training, employment, and economic development policies are supported;
- The skill shortage exists across the occupation, despite attempts by industry to train and attract Irish/EEA nationals to available jobs.

Employment permit policy is part of the response to addressing skills deficits which exist and are likely to continue into the medium term, but it is not intended over the longer term to act as a substitute for meeting the challenge of up-skilling the State's resident workforce, with an emphasis on the process of lifelong learning, and on maximising the potential of EEA nationals to fill our skills deficits.

### **2.3 Applications for Employment Permits**

Parties considering making submissions to the review process should be aware that a range of criteria in addition to the eligibility of an occupation apply to the grant of employment permits. The criteria vary according to the type of employment permit application which is submitted. An elaboration of the policy underpinnings of the employment permits system is set out at: [enterprise.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/Employment-Permit-Policy/](https://enterprise.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/Employment-Permit-Policy/)

## A. Submitter Details

### 1. Name of firm/organisation and contact details: (Please ensure you include a contact email address for queries)

|   |   |
|---|---|
| Organisation name:  | Family Carers Ireland   |
| Address:  | Head Office, Market Square, Tullamore, Co. Offaly R35 PW50  |
| Contact:  | Clare Duffy – Policy and Public Affairs Manager<br><a href="mailto:cduffy@familycarers.ie">cduffy@familycarers.ie</a> / 086 7707231 |
| Is your organisation a registered company and/or charity? | Family Carers Ireland is a Company Limited by Guarantee and a national charity  |
| Company number:   | 572819  |
| Charity number:   | CHY10962  |

### 2. Please describe the main activity, sector and characteristics of the organisation making the submission [not required for Government Department/State Bodies]

*Family Carers Ireland* is the national charity dedicated to supporting the 500,000 unpaid family carers across the country who care for a loved one, including children or adults with physical or intellectual disabilities, frail older people, those with palliative care needs or those living with chronic illnesses, mental ill-health or addiction. Our vision is an Ireland in which family carers are properly recognised, supported and empowered. Established in 2016<sup>1</sup> through the merger of the Carers Association and Caring for Carers, we provide a range of services and supports for family carers through our network of 21 Support Centres nationwide and advocate on behalf of family carers at local, regional and national level. In addition to our advocacy supports, *Family Carers Ireland* is also a provider of homecare and approved under the HSE homecare tender process. In 2020 we provided some 249,508 hours of in-home support to families across Ireland.

This submission sets out the challenges *Family Carers Ireland*, and others in the homecare sector, face in recruiting and retaining Home Carers due to staff shortages, as well as the practical implications this has on older people and adults and children with care needs who cannot access homecare which they have been medically assessed as needing.

### 3. Please provide an overview of your sector, including importance to the economy; recent and projected growth of the sector; national or sectoral strategies/actions; employment numbers/types of occupations in the sector

Government policy has long supported initiatives to maintain the care of people in their own homes. A trajectory of policies dating as far back as 1968 with the *Care of the Aged Report* have all emphasised the need to care for people at home, with a primary focus on the promotion of dignity and independence, as well as programmes to support family carers. More recently, *Future Health (2012)*, *the Seanad Report on the Rights of Older People (2012)*; *Sláintecare (2018)*, the *Programme*

<sup>1</sup> The Carers Association was established in 1986.

for Government (2020) and the Citizens Assembly (2021) all recommend fundamental reforms in the delivery of healthcare to bring care closer to home. These longstanding and laudable ambitions, while welcome, are entirely predicated on the availability and willingness of family and friends to take on a caring role, and the availability of paid Home Carers willing to commit to a sector characterised by low pay and poor terms and conditions. Homecare providers across Ireland, including *Family Carers Ireland* have for many years faced a staffing crisis, whereby people who are medically assessed by the HSE as needing homecare are not able to access home supports due to a shortage of staff rather than a shortage of funding. Unfortunately, this isn't an issue confined to rural areas, but is experienced in towns and cities across Ireland.

While *Family Carers Ireland* acknowledges that the poor terms and conditions associated with the homecare sector are contributing to staff shortages, we also believe that there is a genuine shortage of skilled Home Carers in Ireland and the EU - as evidenced by a similar crisis across European member states - and as such recategorization of Home Carers as a 'Critical Occupation' rather than one that is ineligible for an employment permit is an important step towards closing the long-term care gap.

***Introduction of a Statutory Homecare Scheme in 2022 will dramatically increase the demand for homecare.***

Government's commitment to the creation of a statutory homecare scheme is well established and set out in a raft of policy documents, including Sláintecare, the Programme for Government and the COVID-19 Nursing Home Expert Panel report. While the importance of the scheme has been amplified by the COVID pandemic, the crisis has also caused its delay, with the scheme's pilot postponed until 2021 rather than 2020 as originally planned. The ESRI predict that following the creation of the scheme, the number of hours provided through publicly funded home support could increase from 18.56 million hours pre-COVID in 2019, to almost 42 million hours - a 126 per cent increase<sup>2</sup>. It is important to note, these projections are based only on the demand generated by older people aged over 65 and do not include demand from younger adults with care needs who will also be provided for under the scheme.

Subsequent research published by the ESRI in July 2021 '*Projections of Expenditure for Primary, Community and Long-Term Care in Ireland, 2019 – 2035*' shows expenditure on homecare is expected to increase between €1.217 billion to €2.979 billion by 2035. This implies a 4.4% - 10.4% annual growth rate. The expenditure figure of €2.979 billion in 2035 also follows the assumed introduction of a Statutory Homecare scheme that reduces the use of long-term residential care and increases the number of people with a d-ADL receiving home support.

Given the staffing crisis already experienced within the homecare sector it is imperative that the Department of Enterprise, Trade and Employment, alongside the Department of Health consider mechanisms to ensure there is an adequate supply of Home Carers available to deliver the very significant increase in demand for home support hours expected following the introduction of the Statutory Homecare scheme in 2022.

***Homecare Sector***

The home care sector has experienced unprecedented growth over the last decade, leading to significant privatisation. The bulk of formal home care is provided by Home Carers who are employed by approved private providers. The public sector is also involved in the delivery of home care, but plays a relatively small role. The main role for the public sector is arranging and financing home care services delivered by approved private providers and public sector. There is also a small but growing trend of older people purchasing home care privately out-of-pocket from their own

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<sup>2</sup> ESRI (2021) 'Demand for the Statutory Homecare Scheme'.

resources. The HSE's Winter Plan 2020/2021 and Service Plan 2021 collectively provide for 23.7m home support hours in 2021, with funding of €619m. Unfortunately, up to date figures on the size of the homecare sector are not available (i.e. the total size of the sector including publicly funded homecare and the private sector).

**4. If you are not a representative body, please provide the name and contact details of your representative body for your sector, if there is one.**

N/A

## B. The Occupation

**5. Please state the Occupation title**

Care Workers and Home Carers

**6. The Standard Occupational Classification Code most appropriate to this role ([link](#)) (see 2.1.1 above )**

614 Caring and Personal Services / 6145 Carer Workers and Home Carers

**7. What status do you propose for this occupation?**

For inclusion on the Critical Skills List ✓

For removal from the Critical Skills List \_\_\_\_\_

For inclusion on the Ineligible Occupations List \_\_\_\_\_

For removal from the Ineligible Occupations List ✓

**8. Please provide details of the occupation to include the following:**

**a. Brief overview of the role / job profile and tasks or responsibilities that may be of relevance:**

Home Carers are responsible for providing appropriate household and personal care tasks for a variety of clients and families including people who are elderly, frail and terminally ill, people with dementia, physical/intellectual disabilities, learning disabilities, and/or mental health problems. Every client has different needs but the following tasks are common to many:

- Providing personal care such as helping with bathing, washing hair, incontinence, and dressing. Clients sometimes require help with moving into a correct position or getting gentle walking exercise.
- Assist with mobility – use of a hoist or other aides, or assistance in standing and movement. Assisting with any physical activity where the client needs support.
- Light housekeeping such as changing bed linen, making beds, cleaning the kitchen and bathroom, ironing and preparing meals.
- Reminding clients to take their medication.
- Providing respite care for family carers.
- Companionship, conversation and support.

**b. Current average remuneration this role attracts (basic salary not including bonuses, allowances etc.)**

According to the HSEs Consolidated Pay Scales October 2020 a fulltime 'Healthcare Support Assistant' formerly Home Help earns between €29,000 and €37,600 depending on their grade. It is important to note that Homecare Workers employed by the HSE enjoy better terms and conditions than those employed by other private or voluntary homecare providers. Those employed directly by the HSE are paid relatively well and receive guaranteed hours contracts, sick pay and pensions. Conversely, workers in private home care are on lower pay and many are on precarious "if and when" contracts. Another key feature of poor working conditions for carers is unpaid travel time. Typically, private home carers are not paid for their travel between clients. This is because HSE funded home care packages – which are subcontracted out to private providers – do not include travel time pay. If a private home carer has six or seven clients a day, with 20 minutes of travel between each one, this leads to hours of unpaid work. On the other hand, carers directly employed by the HSE receive travel allowances. This underscores the significant variation between working conditions as a privately employed care worker and one employed directly by the HSE.

***Following is commercially sensitive and not for publication:***

The hourly rates paid by *Family Carers Ireland* is set out below. These rates are close to the *de facto* maximum rates being funded by the HSE as per the HSE 2018 tender process. For a full-time Home Carer at these rates maximum earnings, having regard to the impact of the Working Time Act on casual employees is between €20,000 and €25,000 (depending on proportion of anti-social hours).

|                            |  |
|----------------------------|--|
| <b>Monday to Saturday:</b> | €13.25 per hour and €9.93 per half hour  |
| <b>Sunday:</b>             | €17.76 per hour and €13.25 per half hour |
| <b>Bank Holidays:</b>      | €26.50 per hour and €19.85 per half hour |

The basic hourly rate is to increase to €13.50 from September 2021.

**c. Qualifications and/or level of experience required to fulfil the role**

The HSE Homecare tender guidelines require that all home care workers must have achieved, at a minimum, a **QQI Level 5 certificate in Care Skills and Care of the Older Person** and be working towards achieving a major award in healthcare. Until 2021 *Family Carers Ireland* required a full QQI qualification (the basic standard set by HSE in 2011) however in 2021 we were forced to begin accepting individuals with partial qualifications (still higher than the 2018 tender requirements). The qualifications and skills required by *Family Carers Ireland* in the recruitment of Home Carers include:

***New entrants to home care sector and staff with less than 1yr experience:***

All new entrants to the home care sector and those with less than one year of paid home care experience in the last 3 years must, prior to working on the HSE Contract, have as a minimum obtained a QQI Level 5 Modules- Care Skills and Care of the Older Person.

***Unqualified Existing Home Care Staff:***

All staff with paid home care industry experience of more than 1 year in the last 3 years, who do not hold a recognised relevant qualification, must prior to working on the HSE Contract, have as a minimum committed to obtaining at a minimum QQI Level 5 Modules- Care Skills and Care of the Older Person within 11 months of first working on this HSE contract.

**d. The number of employees in your organisation currently working in this role**

*Family Carers Ireland* currently employs 431 active Home Care Workers. This is a reduction from the 650 Home Care Workers employed by the organisation in 2017.

**e. What progression opportunities does the role allow**

Under the current homecare regime progression opportunities for Home Carers are limited. However, proposals currently being explored in the context of the Statutory Homecare Scheme include assessing and delivering homecare under a new system of 'Care Bands' which will be based on the extent of the care needs of each applicant. Applicants assessed as Band 1 may require basic home support, similar to Home Help; those at Band 2 may require a higher level of personal support and assistance with the activities of daily living while those at Band 3 may require complex, high level nursing care. This new system may facilitate greater progression opportunities for Home Carers across care bands, commensurate with their level of training and experience.

***Within Family Carers Ireland***

Home Care Workers who hold a Level 6 Supervisory qualification can progress to a *Home Services Officer* role. In this role, they are responsible for the set up and risk assessments of packages and plans in the home and can complete competency assessments for other Home Support staff. We have a number of Home Care Workers who have progressed to this role including some who have moved into permanent, salaried roles.

## C.Reasons for adjustment:

**Department must be satisfied that industry is committed to meeting its labour needs from the resident and EEA labour market, and that recourse to the recruitment of foreign nationals is only undertaken where a genuine skills shortage exists, rather than other factors relating to the conditions of employment which should be addressed through means other than economic migration.**

**9. Please provide an overview of the challenges faced by your business/sector, i.e., extent of labour and/or skills shortages; the impact and consequences for your business/sector if labour demands are not achieved**

According to research by the ESRI<sup>3</sup>, Ireland has the second highest level of unmet need for home care out of 11 European countries, second only to Greece. This underscores the sector's neglect and fragmentation to date. With the growing population of people dependent on care services and a shrinking care workforce, there is an ever-widening gap between the need for and the supply of long-term care. Population ageing, an increase in the number of people living with a disability or chronic condition aligned to the raft of policies that rightly prioritise care in the home, will require initiatives and incentives to promote employment within the caring sector.

The homecare sector is an integral part of the broader health and long-term care system. Where access to homecare is denied or restricted, for whatever reason (i.e. funding, staff shortages etc) implications on other parts of the healthcare system are inevitable. Delayed hospital discharge and the admissions 'trolley crisis' have now come to characterise the acute hospital system and in many cases can be directly attributed to a shortage of homecare. A 2019 study by the ESRI found that hospital stays for older people

<sup>3</sup> <https://www.esri.ie/news/irelands-level-of-unmet-need-for-childcare-and-home-care-is-among-the-highest-in-europe>

are shorter in areas with a better supply of homecare than regions with a poor supply. The same report found that a 10 per cent increase in homecare per capita would equate to approximately 14,700 fewer inpatient bed days per annum, the equivalent of 40 inpatient beds daily<sup>4</sup>. Taking the average daily rate for an acute hospital bed at €878<sup>5</sup>, this equates to a possible annual saving of €4.7bn.

Furthermore, the long-standing legislative anomaly whereby people with care needs have an 'entitlement' to nursing home care under the provisions set out in the Nursing Home Subventions Scheme (i.e. Fair Deal) however they have no entitlement to be cared for at home, has led to many thousands of people being forced into a nursing home because they have no access to home support.

If staff shortages continue to restrict the delivery of homecare it will not be possible for Government to achieve the raft of policies that commit to the re-orientation of healthcare away from acute-centric models of care towards care provided within the community and at home, and which reflects the preference of the majority of Irish people who want to be cared for in their own homes.<sup>6</sup>

Programme for Government 2021:

- *We will work to achieve fairer and more affordable care by increasing homecare hours and introducing a Statutory Homecare Scheme (p.44).*
- *Deliver more care in the community... the expansion of primary and community care is at the heart of Sláintecare. We will make the vast majority of healthcare services available in the home or close to home, rather than in our hospitals (p45).*

Sláintecare:

- *Strategic Action 4 – We will expand community-based care to bring care closer to home.*
- *Expand workforce and infrastructure capacity in the community.*
- *Develop working arrangements for staff and contracted professionals to enable the delivery of expanded services in the community (p35).*

Citizens Assembly:

- *Improve terms and conditions for those in paid employment as carers, including access to pensions.*

European Pillar of Social Rights Principle 18:

- *Everyone has the right to affordable long-term care services of good quality, in particular home-care and community-based services.*

**10. Please provide any general information that you feel is pertinent in relation to your industry, e.g. wage ranges for occupations where shortages occur, whether the perceived shortage is general to the occupation or only occurs at specific levels of experience, or for very specific expertise.**

Healthcare Assistants/Home Care Workers perform interchangeable roles in hospitals, nursing homes and In-Home Support. *Family Carers Ireland* are losing significant numbers of Home Carers we have recruited and trained to the HSE and nursing homes who can offer better terms and more secure working conditions.

<sup>4</sup> ESRI (2019) An analysis of the effects on Irish hospital care of the supply of care inside and outside the hospital.

<sup>5</sup> Response provided to PQ 27332-19: <https://www.hse.ie/eng/about/personalpq/pq/2019-pq-responses/june-2019/pq-27332-19-louise-o-reilly.pdf>

<sup>6</sup> : Donnelly, S., O'Brien, M., Begley, E. and Brennan, J. (2016). "I'd prefer to stay at home but I don't have a choice" Meeting Older People's Preference for Care: Policy, but what about practice? Dublin: University College Dublin.

**11. Do you have any plans for expansion or development envisaged?**

In 2020 *Family Carers Ireland* provided 249,508 hours of home support to families across Ireland. We have the financial capacity to increase this by 10% immediately but do not have the staff capacity to deliver this additional level of respite to families.

**12. Wider economic factors may have an influence on such occupational shortages. For example, are the labour/skills shortage or surplus impacting productivity, innovation or competitiveness? Please provide evidence.**

The homecare sector faced a myriad of pressures prior to COVID (e.g. underfunding, staff shortages, staff poaching, poor terms and conditions). However, the pandemic has brought an additional challenge in the form of the Pandemic Unemployment Payment (PUP) which has further reduced the supply of Home Carers as in many cases workers could earn more on PUP (when at the rate of €350) than they could while in work. While *Family Carers Ireland* accept that the PUP is a necessary and vital support for many employees made redundant during COVID, it is frustrating for the sector when it is seen as a deterrent to return to work by a minority.

## D. Training, innovation and industry initiatives

The Department must be satisfied that the industry is committed to fully utilising the domestic/EEA labour market before industry considers employing non-EEA nationals.

**13. Please provide information on any demonstrated industry commitment to training and industry initiatives to enhance domestic/EEA recruitment that you are aware of, specifically:**

**a. What steps are being taken by industry and employers in the short term and long term to address this shortage?**

*Family Carers Ireland* has increased our advertising in an attempt to recruit Home Carers. We have offered pay increases and referral bounties for existing staff when they recommend a successful candidate for a role within the organisation.

**b. Describe global labour-saving innovations in your industry and how your company or sector is planning to adopt these**

Homecare is a person-centred service which relies on personal contact and companionship. As such it cannot be automated or replaced with technology. While various assistive technologies exist that compliment and support person-centered care in the home (FCI work closely with many of these companies including Emergency Response and HaloCare), these cannot replace the human service offered by Home Carers. It is also the case that the State has to date been unwilling to fund assistive technology as a component of homecare as this would represent new and additional expenditure.

**c. Are you aware of initiatives by the sector to upskill the resident population or plans by industry representatives to engage with education and training providers in ensuring that the sector's skills needs are met?**

Funding has previously been made available through Dormant Accounts and administered via Pobal and the Department of Employment Affairs and Social Protection. The funding is predominately aimed at unpaid family carers and has included training, information and support networks under the theme of personal and social development of people who are economically or socially disadvantaged. It is not targeted at the formal homecare sector.

Funding is also available through the Education and Training Boards (ETBs) for training for family carers. For example, Tipperary ETB will deliver an online self-care and a 'Caring with Confidence' online programme which will be available to carers across the country.

Skillnet Ireland offer a home support skillnet.

**d. Are there education and training initiatives and programmes? If yes, why is the graduate output not sufficient to meet your sector's needs, e.g. quality of graduates? quantity? geographic mobility?**

As noted in Q10 Healthcare Assistants/Home Care Workers perform interchangeable roles in hospitals, nursing homes and homecare. Unfortunately, it is extremely difficult for organisations like *Family Carers Ireland* to retain trained staff as they can find more secure hours of employment and better terms and condition's working for the HSE or in hospitals or nursing homes. Data from Solas demonstrates that training is provided for Home Carers however they remain working within the sector for relatively short periods of time.

**e. Does your business have an agreed skills plan? E.g. a plan for upskilling the current workforce and or potential workforce?**

**If yes**, describe the expected outcomes of the plan. **If no**, what plans are in place to develop one and within what timeframe?

- All Home Care Workers receive Care Skills induction training on commencement of employment and prior to starting their first care assignment. This induction training is at a minimum 20 hours;
- A new Home Care Worker is supervised and completes shadowing during the first 5 hours of direct contact with a client prior to working alone. Where possible, this is done with more than one client;
- All new Home Care Workers must either hold at a minimum QQI Level 5 modules – Care Skills and Care of the Older Person or commit to completing these modules within the first 11 months of their employment;
- All Home Care Workers complete refresher Patient Moving & Handling training as well as Covid-19 specific, Children First and Safeguarding training during the course of their employment;
- Additionally, Home Care Workers are invited to complete training specific to the clients they care for e.g. Dementia training;
- Annually, Home Care Workers are assessed using the National Carers Competency Assessment with action plans put in place if required.

All of the above is managed by our Home Support Services team utilising the CareFree system where HCW data is stored. This is supported by our Quality & Safety Manager.

## E.Irish/EEA labour market resources

The State is committed to supporting Irish and EEA job seekers and the economic migration system is managed to contribute to this support. The Department of Social Protection can provide a range of supports to employers seeking to fill vacancies, and applicants for employment permits to fill general labour needs should avail of this support in the first instance. Changes to the eligibility of particular occupations in the context of the employment permits system will only be made where there is clear evidence of extensive engagement of sectoral actors in the Irish and European labour markets and where it is clear that the response to this engagement has proved inadequate to meet the relevant labour or skills requirement.

**14. Please provide information on the efforts made by your business/sector to recruit qualified Irish/EEA job seekers, i.e., campaign reach, duration, outcomes etc.**

- FCI regularly advertises for Home Care Worker via our website ([www.familycarers.ie](http://www.familycarers.ie)) and through [www.indeed.com](http://www.indeed.com).
- FCI advertise vacancies via our social media channels (particularly facebook/linkedin) using both demographic and geographic targeting.
- We have also used targeted campaigns in specific geographic areas where we are struggling to recruit suitable candidates. In those circumstances, we have advertised with local newspapers, radio and through leaflet drops. These are usually for a period of 2-3 weeks. There have been varying levels of success with this approach and we have found that word of mouth and advertising roles in local ETBs, Primary Care Centres etc. is more fruitful. We have good links with local ETBs particularly in Laois/Offaly who often refer candidates to us from their Healthcare courses;
- Due to the success of “word of mouth”, we have implemented an *Employee Referral Programme* whereby current FCI staff can be rewarded with a €50 One4All if they successfully refer a Home Care Worker candidate who is subsequently employed and works a minimum of 50 hours.

**15. Please provide information on the actions taken by your business/sector to avail of the Department of Social Protection’s Employer Engagement Team services to source qualified job seekers**

*Family Carers Ireland* has not used the Department of Social Protection’s Employer Engagement Team Service however will explore further. However, some years ago the organisation collaborated closely with DEASP in training the long-term unemployed to become Home Care Workers – it was a highly successful strand however the initiative came to end when the Solas determined that there would be no shortage of Home Carer in its labour market projections.

**16. Also please explain efforts made to recruit qualified EEA job seekers using for example Eures, Jobs Fairs, industry associations abroad, Jobs Ireland, etc.**

*Family Carers Ireland* has focused our recruitment efforts to within Ireland. However, as members of Eurocarers ([www.eurocarers.org](http://www.eurocarers.org)) we are aware of the shortage in homecare workers across Europe and the efforts made by other member states to recruit migrant care workers from outside the EU.

**17. Have you used methods other than Jobs Ireland, Jobs Fairs, e.g., industry associations abroad, etc?**

As described in Q14 above.

## F. Consultation

**18. If not a representative body, have you consulted with any industry representative body on this issue? If yes, please provide some information on the aims and progress of the consultation?**

*Family Carers Ireland* is not a member of HCCI (we are not a commercial service provider) but we liaise with them on issues of common interest. We completely agree with their position that the manpower needs of the sector cannot be met from our Irish and EU resources.

**19. Has your business/sector had any engagement with the lead policy Government Department for your sector on this issue? If yes, please provide some details of the aim, progress, context of engagement and/or current status of such engagement and contact details for the Department official if possible**

*Family Carers Ireland* has raised the shortage of Care Workers with the HSE, the Department of Health and the Department of Employment Affairs and Social Protection during various meetings and events that have taken place over recent years. We have also referenced the shortage in Budget Submission and policy documents, including our submission to the Department on the development of a Statutory Homecare Scheme.

**Thank you for your participation.**

**Please ensure any commercially sensitive information included in this submission has been indicated.**

## Appendix

### Schedule 3

*Employments in respect of which there is a shortage in respect of qualifications, experience or skills which are required for the proper functioning of the economy*

| SOC-3 | Employment category   | SOC-4 | Employments  |
|-------|---|-------|--|
| 112   | Production Managers and Directors                           | 1122  | Site Manager   |
| 113   | ICT Professionals   | 1136  | Information technology and telecommunications directors  |
| 118   | Health and Social Services Managers and Directors           | 1181  | Senior health services and public health managers and directors  |
| 211   | Natural and Social Science Professionals                    | 2111  | Chemical scientists in manufacturing (including food & beverages, medical devices), product development, analytical development, clinical co-vigilance, or biotechnology or related and relevant specialist skills, qualifications or experience   |
|       |   | 2112  | <ul style="list-style-type: none"> <li>• Medical laboratory scientists</li> <li>• Biological scientists and biochemists in manufacturing (including food &amp; beverages, medical devices), product development, analytical development, clinical co-vigilance, or biotechnology or related and relevant specialist skills, qualifications or experience</li> </ul>  |
|       |   | 2113  | Physical scientists in manufacturing (including food & beverages, medical devices), product development, analytical development, clinical co-vigilance, or biotechnology or related and relevant specialist skills, qualifications or experience   |
| 212   | Engineering Professionals                                   | 2121  | <ul style="list-style-type: none"> <li>• Civil Engineers</li> <li>• Structural Engineers and Site Engineers</li> </ul>   |
|       |   | 2122  | Mechanical engineers   |
|       |   | 2123  | Electrical engineers   |
|       |   | 2124  | Electronics engineers specialising in: <ul style="list-style-type: none"> <li>○ Chip design, test engineering, or application engineering, or</li> <li>○ Process automation engineering, or</li> <li>○ Power generation, transmission and distribution, or</li> <li>○ Related and relevant specialist skills, qualifications or experience</li> </ul>  |
|       |   | 2126  | Design and development engineers specialising in: <ul style="list-style-type: none"> <li>○ Quality control, or validation and regulation engineering (high tech industry; food and beverages), or</li> <li>○ Chip design, test engineering, or application engineering, or</li> <li>○ Process automation engineering, or</li> <li>○ Power generation, transmission and distribution, or</li> <li>○ Related and relevant specialist skills, qualifications or experience</li> </ul> |
|       |   | 2127  | Production and process engineers specialising in: <ul style="list-style-type: none"> <li>○ Quality control, or validation and regulation engineering (high tech industry; food and beverages), or</li> <li>○ Chemical process engineering, or</li> <li>○ Process automation engineering, or</li> <li>○ Power generation, transmission and distribution, or</li> <li>○ Related and relevant specialist skills, qualifications or experience</li> </ul>                              |
|       |   | 2129  | <ul style="list-style-type: none"> <li>• Material scientists</li> <li>• Setting Out Engineer</li> <li>• Façade Designer</li> </ul>   |
| 213   | Information Technology and Telecommunications Professionals | 2133  | IT specialist managers   |
|       |   | 2134  | IT project and programme managers  |
|       |   | 2135  | IT business analysts, architects and systems designers   |
|       |   | 2136  | Programmers and software development professionals   |
|       |   | 2137  | Web design and development professionals   |

|     |   |      |  |
|-----|---|------|--|
|     |   | 2139 | All other ICT professionals not elsewhere classified   |
| 221 | Health Professionals                                | 2211 | Medical practitioners  |
|     |   | 2213 | Industrial Pharmacists   |
|     |   | 2217 | <ul style="list-style-type: none"> <li>• Radiographers</li> <li>• Radiation therapists</li> <li>• Vascular technologists/physiologists</li> <li>• Gastro Intestinal technologists/physiologists</li> </ul>   |
|     |   | 2219 | <ul style="list-style-type: none"> <li>• Audiologists</li> <li>• Perfusionists</li> <li>• Dietician</li> </ul>   |
| 222 | Therapy Professionals                               | 2229 | Orthoptists  |
| 223 | Nursing and Midwifery Professionals                 | 2231 | Registered Nurses  |
|     |   | 2232 | Registered Midwives  |
| 231 | Teaching and Educational Professionals              | 2311 | <p>Academics who hold a qualification equivalent to Level 10 of the National Framework of Qualification in a given discipline awarded no less than two calendar years prior to the date of application for an employment permit, with a minimum of one academic year of relevant teaching experience, and the employment concerned</p> <ul style="list-style-type: none"> <li>○ is in a third level institution governed by the Irish Universities Act 1997 (No. 24 of 1997), the Institutes of Technology Act 2006 (No. 25 of 2006) and the Technological Universities Act 2018 (No. 3 of 2018); or</li> <li>○ involves delivering a programme largely or wholly concerned with information and communications technology, which leads to a major award at QQI level 8 and/or level 9 as validated by Quality and Qualifications Ireland.</li> </ul>  |
| 242 | Business, Research and Administrative Professionals | 2421 | <ul style="list-style-type: none"> <li>• Chartered and certified accountants, and taxation experts specialising in tax, compliance, regulation, solvency or financial management or related and relevant specialist skills, qualifications or experience.</li> <li>• Qualified accountants with at least three years' auditing experience, who are full members of the American Institute of Certified Public Accountants (AICPA), Philippine Institute of Certified Public Accountants (PICPA) and the Institute of Chartered Accountants of Pakistan (ICAP) and whom have relevant work experience in the areas of US GAAP reporting and Global Audit and Advisory Services and the employment concerned is in MNC Global Audit Services.</li> <li>• Tax consultant specialising in non-EEA tax consultancy and compliance with a professional tax qualification or legal qualification with tax specialism, and has a minimum of three years' experience of tax consultancy requirements and regulations in the relevant non-EEA market.</li> </ul> |
|     |   | 2423 | Management consultants and business analysts specialising in big data analytics with skills in IT, data mining, modelling, and advanced maths or related and relevant specialist skills, qualifications or experience  |
|     |   | 2424 | Business and financial project management professionals specialising in finance & investment analytics, risk analytics, credit, fraud analytics or related and relevant specialist skills, qualifications or experience  |
|     |   | 2425 | Actuaries, economists and statisticians specialising in big data analytics with skills in IT, data mining, modelling, and advanced maths or related and relevant specialist skills, qualifications or experience   |
|     |   |      |  |
| 243 | Architects, Town Planners and Surveyors             | 2431 | Architect  |
|     |   | 2433 | Quantity surveyors   |
|     |   | 2435 | Architectural Technologist   |
|     |   | 2436 | Construction project managers  |
| 246 | Quality and Regulatory Professionals                | 2461 | Quality control and planning engineers   |
|     |   | 2462 | Quality assurance and regulatory professionals   |
|     |   | 2463 | Environmental health professionals   |

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|-----|--|------|---|
| 247 | Media Professionals                                  | 2473 | Art Director in 2D or 3D animation, with at least one year's experience in the role   |
| 321 | Health Associate Professionals                       | 3213 | <ul style="list-style-type: none"> <li>• PHECC registered Paramedics</li> <li>• PHECC registered Advanced Paramedic Practitioners</li> </ul>  |
|     |  | 3218 | <ul style="list-style-type: none"> <li>• Prosthetists</li> <li>• Orthotists</li> <li>• Respiratory physiologist</li> </ul>  |
| 341 | Artistic, Literary and Media Occupations             | 3411 | Animation Background and Design Artist in 2D or 3D animation, with at least one year's experience in the role   |
| 342 | Design Occupations                                   | 3421 | <ul style="list-style-type: none"> <li>• Location Designer in 2D or 3D animation, with at least one year's experience in the role</li> <li>• Character Designer in 2D or 3D animation, with at least one year's experience in the role</li> <li>• Prop Designer in 2D or 3D animation, with at least one year's experience in the role</li> <li>• Animation Layout Artist in 2D or 3D animation, with at least one year's experience in the role</li> </ul> |
| 344 | Sports and Fitness Occupations                       | 3442 | High performance coaches and directors employed by <ul style="list-style-type: none"> <li>○ National sports organisations, or</li> <li>○ High profile sports organisations engaging in international competition</li> </ul>   |
| 354 | Sales, Marketing and Related Associate Professionals | 3542 | Business sales executives specialising in International Sales Roles or ITB2B sales roles and with fluency in the official language, apart from English, of a state which is not a Member State of the EEA   |
|     |  | 3543 | International marketing experts with required domain knowledge specialising in product strategy development and management with technical and product/service knowledge (pharmaceutical, medical devices, Software B2B, SaaS products)  |

Note: 'SOC-3' and 'SOC-4' refer to applicable levels in the Standard Occupational Classification system (SOC 2010)."

## Schedule 4

*Employments in respect of which an employment permit shall not be granted*

| <b>SOC-3</b> | <b>Categories of employment</b>                       | <b>SOC-4</b> | <b>Employment</b>  |
|--------------|---|--------------|--|
| 122          | Managers in Hospitality and Leisure Services          | 1221         | Hotel and accommodation managers   |
|              |   | 1223         | Restaurant and catering establishment managers   |
|              |   | 1224         | Publicans and managers of licensed premises  |
|              |   | 1225         | Leisure and sports facilities managers   |
|              |   | 1226         | Travel agency managers   |
| 124          | Managers in Health and Care Services                  | 1242         | Residential, day and domiciliary care managers   |
| 125          | Managers in Other Services                            | 1251         | Property, housing and estate managers  |
|              |   | 1252         | Garage managers  |
|              |   | 1253         | Hairdressing and beauty salon managers   |
|              |   | 1254         | Shopkeepers – wholesale and retail   |
|              |   | 1255         | Waste disposal and environmental services managers   |
|              |   | 1259         | Other managers in other services not elsewhere classified (includes Betting shop manager, Graphic design manager, Library manager, Plant hire manager, Production manager)<br>(with the exception of Safety Manager) |
| 222          | Therapy Professionals                                 | 2229         | Other therapy professionals not elsewhere classified<br>(with the exception of orthoptists, and chiropractors who are members of the Chiropractic Association of Ireland)  |
| 244          | Welfare Professionals                                 | 2443         | Probation officers   |
|              |   | 2449         | Other welfare professionals not elsewhere classified   |
| 312          | Draughtspersons and Related Architectural Technicians | 3121         | Town planning technicians  |
| 321          | Health Associate Professionals                        | 3216         | Dispensing opticians   |
|              |   | 3217         | Pharmaceutical technicians   |
|              |   | 3218         | Dental technicians only  |
|              |   | 3219         | Other health associate professionals not elsewhere classified (includes Acupuncturists, Homeopaths, Hypnotherapists, Massage therapists, Reflexologists, Sports therapists)  |
| 323          | Welfare and Housing Associate Professionals           | 3231         | Youth and community workers  |
|              |   | 3233         | Child and early years officers   |
|              |   | 3234         | Housing officers   |
|              |   | 3235         | Counsellors  |
|              |   | 3239         | Other welfare and housing associate professionals not elsewhere classified   |
| 331          | Protective Service Occupations                        | 3311         | NCOs and other ranks   |
|              |   | 3312         | Police officers (sergeant and below)   |

|     |  |      |  |
|-----|--|------|--|
|     |  | 3313 | Fire service officers (watch manager and below)  |
|     |  | 3314 | Prison service officers (below principal officer)  |
|     |  | 3315 | Police community support officers  |
|     |  | 3319 | Other protective service associate professionals not elsewhere classified  |
| 344 | Sports and Fitness Occupations                                   | 3443 | Fitness instructors  |
| 352 | Legal Associate Professionals                                    | 3520 | Legal associate professionals<br>(with the exception of employment of a person fluent in the official language, apart from English, of a State which is not a member of the EEA and who has market knowledge of that non-EEA state)  |
| 354 | Sales, Marketing and Related Associate Professionals             | 3544 | Estate agents and auctioneers  |
|     |  | 3546 | Conference and exhibition managers and organisers  |
| 356 | Public Services and Other Associate Professionals                | 3561 | Public services associate professionals  |
|     |  | 3563 | Vocational and industrial trainers and instructors<br>(with the exception of mobility instructors for the visually impaired)   |
|     |  | 3564 | Careers advisers and vocational guidance specialists<br>(with the exception of career guidance teachers in secondary schools)  |
|     |  | 3565 | Inspectors of standards and regulations  |
|     |  | 3567 | Health and safety officers<br>(with the exception of Construction Safety Officers)   |
| 411 | Administrative Occupations: Government and Related Organisations | 4112 | National government administrative occupations   |
|     |  | 4113 | Local government administrative occupations  |
| 412 | Administrative Occupations: Finance                              | 4121 | Credit controllers<br>(with the exception of employment of a person fluent in the official language, apart from English, of a state which is not a Member State of the EEA, in a role in credit control where the employment is supported by an enterprise development agency)                               |
|     |  | 4122 | Book-keepers, payroll managers and wages clerks<br>(with the exception of employment of a person fluent in the official language, apart from English, of a state which is not a Member State of the EEA in a role in accounts payable where the employment is supported by an enterprise development agency) |
|     |  | 4123 | Bank and post office clerks  |
|     |  | 4124 | Finance officers   |
|     |  | 4129 | Other financial administrative occupations not elsewhere classified  |
| 413 | Administrative Occupations: Records                              | 4131 | Records clerks and assistants  |
|     |  | 4132 | Pensions and insurance clerks and assistants   |
|     |  | 4133 | Stock control clerks and assistants  |
|     |  | 4135 | Library clerks and assistants  |
|     |  | 4138 | Human resources administrative occupations   |
| 415 |  | 4151 | Sales administrators   |

|     |   |      |   |
|-----|---|------|---|
|     | Other Administrative Occupations                            | 4159 | Other administrative occupations not elsewhere classified   |
| 416 | Administrative Occupations: Office Managers and Supervisors | 4161 | Office managers   |
|     |   | 4162 | Office supervisors  |
| 421 | Secretarial and Related Occupations                         | 4211 | Medical secretaries   |
|     |   | 4212 | Legal secretaries   |
|     |   | 4213 | School secretaries  |
|     |   | 4214 | Company secretaries   |
|     |   | 4215 | Personal assistants and other secretaries   |
|     |   | 4216 | Receptionists   |
|     |   | 4217 | Typists and related keyboard occupations  |
| 511 | Agricultural and Related Trades                             | 5111 | Farmers   |
|     |   | 5112 | Horticultural trades  |
|     |   | 5113 | Gardeners and landscape gardeners   |
|     |   | 5114 | Groundsmen and greenkeepers   |
|     |   | 5119 | Other agricultural and fishing trades not elsewhere classified  |
| 521 | Metal Forming, Welding and Related Trades                   | 5211 | Smiths and forge workers  |
|     |   | 5212 | Moulders, core makers and die casters   |
|     |   | 5214 | Metal plate workers, and riveters   |
| 523 | Vehicle Trades  | 5231 | Vehicle technicians, mechanics and electricians<br>(with the exception of vehicle technicians and mechanics affiliated to a particular sporting organisation applying for a Sport and Cultural Employment Permit) |
|     |   | 5232 | Vehicle body builders and repairers   |
|     |   | 5234 | Vehicle paint technicians   |
|     |   | 5236 | Boat and ship builders and repairers  |
|     |   | 5237 | Rail and rolling stock builders and repairers   |
| 524 | Electrical and Electronic Trades                            | 5241 | Electricians and electrical fitters   |
|     |   | 5244 | TV, video and audio engineers   |
|     |   | 5249 | Other electrical and electronic trades not elsewhere classified   |
| 525 | Skilled Metal, Electrical and Electronic Trades Supervisors | 5250 | Skilled metal, electrical and electronic trades supervisors   |
| 531 | Construction and building trades                            | 5312 | Masons  |
|     |   | 5313 | Roofers, roof tilers and slaters  |
|     |   | 5314 | Plumbers and heating and ventilating engineers  |
|     |   | 5315 | Carpenters and joiners<br>(with the exception of shuttering carpenters)   |
|     |   | 5319 | Other construction and building trades not elsewhere classified   |
| 532 | Building Finishing Trades                                   | 5322 | Floorers and wall tilers  |

|     |  |      |   |
|-----|--|------|---|
|     |  | 5323 | Painters and decorators   |
| 533 | Construction and Building Trades Supervisors | 5330 | Construction and building trades supervisors<br>(with the exception of Foreman)   |
| 541 | Textiles and Garments Trades                 | 5411 | Weavers and knitters  |
|     |  | 5412 | Upholsterers  |
|     |  | 5413 | Footwear and leather working trades   |
|     |  | 5414 | Tailors and dressmakers   |
|     |  | 5419 | Other textiles, garments and related trades not elsewhere classified  |
| 542 | Printing Trades                              | 5421 | Pre-press technicians   |
|     |  | 5422 | Printers  |
|     |  | 5423 | Print finishing and binding workers   |
| 543 | Food Preparation and Hospitality Trades      | 5431 | Butchers<br>(with the exception of boners (meat))   |
|     |  | 5432 | Bakers and flour confectioners  |
|     |  | 5433 | Fishmongers and poultry dressers  |
|     |  | 5434 | Chefs<br>(with the exception of –<br><ul style="list-style-type: none"> <li>o Executive Chef with minimum of 5 years' experience</li> <li>o Head Chef with minimum of 5 years' experience</li> <li>o Sous Chef with minimum of 5 years' experience</li> <li>o Chef de Partie with minimum of 2 years' experience</li> <li>o Commis Chef with minimum of 2 years' experience</li> </ul> who will be employed in establishments other than fast food outlets) |
|     |  | 5435 | Cooks   |
|     |  | 5436 | Catering and bar managers   |
| 544 | Other Skilled Trades                         | 5441 | Glass and ceramics makers, decorators and finishers   |
|     |  | 5442 | Furniture makers and other craft woodworkers  |
|     |  | 5443 | Florists  |
|     |  | 5449 | All other skilled trades not elsewhere classified   |
| 612 | Childcare and Related Personal Services      | 6121 | Nursery nurses and assistants   |
|     |  | 6122 | Childminders and related occupations  |
|     |  | 6125 | Teaching assistants   |
|     |  | 6126 | Educational support assistants  |
| 613 | Animal Care and Control Services             | 6131 | Veterinary nurses   |
|     |  | 6132 | Pest control officers   |
|     |  | 6139 | Other animal care services occupations not elsewhere classified<br>(includes work riders)   |
| 614 | Caring Personal Services                     | 6142 | Ambulance staff<br>(with the exception of paramedics)   |

|     |  |      |  |
|-----|--|------|--|
|     |  | 6143 | Dental nurses  |
|     |  | 6144 | Houseparents and residential wardens   |
|     |  | 6145 | Care workers and home carers<br>(with the exception of a carer in a private home)  |
|     |  | 6146 | Senior care workers  |
|     |  | 6147 | Care escorts   |
|     |  | 6148 | Undertakers, mortuary and crematorium assistants   |
| 621 | Leisure and Travel Services                        | 6211 | Sports and leisure assistants  |
|     |  | 6212 | Travel agents  |
|     |  | 6214 | Air travel assistants  |
|     |  | 6215 | Rail travel assistants   |
|     |  | 6219 | Other leisure and travel service occupations not elsewhere classified<br>(with the exception of tourist guides fluent in the official language, apart from English, of a state which is not a Member State of the EEA)   |
| 622 | Hairdressers and Related Services                  | 6221 | Hairdressers, barbers, and related occupations   |
|     |  | 6222 | Beauticians and related occupations  |
| 623 | Housekeeping and Related Services                  | 6231 | Housekeepers and related occupations   |
|     |  | 6232 | Caretakers   |
| 624 | Cleaning and Housekeeping Managers and Supervisors | 6240 | Cleaning and housekeeping managers and supervisors   |
| 711 | Sales Assistants and Retail Cashiers               | 7111 | Sales and retail assistants  |
|     |  | 7112 | Retail cashiers and check-out operators  |
|     |  | 7113 | Telephone salespersons   |
|     |  | 7114 | Pharmacy and other dispensing assistants   |
|     |  | 7115 | Vehicle and parts salespersons and advisers  |
| 712 | Sales Related Occupations                          | 7121 | Collector salespersons and credit agents   |
|     |  | 7122 | Debt, rent and other cash collectors   |
|     |  | 7123 | Roundspersons and van salespersons   |
|     |  | 7124 | Market and street traders and assistants   |
|     |  | 7125 | Merchandisers and window dressers  |
|     |  | 7129 | Other sales related occupations not elsewhere classified   |
| 713 | Sales Supervisors                                  | 7130 | Sales supervisors  |
| 721 | Customer Service Occupations                       | 7211 | Call and contact centre occupations<br><br>(with the exception of employment of a person fluent in the official language, apart from English, of a state which is not a Member State of the EEA, where the employment is supported by an enterprise development agency and is in—<br><ul style="list-style-type: none"> <li>○ a customer service and sales role with relevant product knowledge,</li> <li>○ a specialist online digital marketing and sales role, or</li> <li>○ a specialist language support and technical sales support role)</li> </ul> |

|     |   |      |   |
|-----|---|------|---|
|     |   | 7213 | Telephonists  |
|     |   | 7214 | Communication operators   |
|     |   | 7215 | Market research interviewers  |
|     |   | 7219 | Other customer service occupations not elsewhere classified   |
| 722 | Customer Service Managers and Supervisors | 7220 | Customer service managers and supervisors   |
| 811 | Process Operatives                        | 8111 | Food, drink and tobacco process operatives<br>(with the exception of Computer Numerical Control Operative and Meat processor operative) |
|     |   | 8112 | Glass and ceramics process operatives<br>(with the exception of Computer Numerical Control Operative)                                   |
|     |   | 8113 | Textile process operatives<br>(with the exception of Computer Numerical Control Operative)  |
|     |   | 8114 | Chemical and related process operatives<br>(with the exception of Computer Numerical Control Operative)                                 |
|     |   | 8115 | Rubber process operatives<br>(with the exception of Computer Numerical Control Operative)   |
|     |   | 8116 | Plastics process operatives<br>(with the exception of Computer Numerical Control Operative)   |
|     |   | 8117 | Metal making and treating process operatives<br>(with the exception of Computer Numerical Control Operative)                            |
|     |   | 8118 | Electroplaters<br>(with the exception of Computer Numerical Control Operative)  |
|     |   | 8119 | Other process operatives not elsewhere classified<br>(with the exception of Computer Numerical Control Operative)                       |
| 812 | Plant and Machine Operatives              | 8121 | Paper and wood machine operatives<br>(with the exception of Computer Numerical Control Operative)                                       |
|     |   | 8122 | Coal mine operatives<br>(with the exception of Computer Numerical Control Operative)  |
|     |   | 8123 | Quarry workers and related operatives<br>(with the exception of Computer Numerical Control Operative)                                   |
|     |   | 8124 | Energy plant operatives<br>(with the exception of Computer Numerical Control Operative)   |
|     |   | 8125 | Metal working machine operatives<br>(with the exception of Computer Numerical Control Operative)  |
|     |   | 8126 | Water and sewerage plant operatives<br>(with the exception of Computer Numerical Control Operative)                                     |
|     |   | 8127 | Printing machine assistants<br>(with the exception of Computer Numerical Control Operative)   |
|     |   | 8129 | Other plant and machine operatives not elsewhere classified   |

|     |  |      |  |
|-----|--|------|--|
|     |  |      | (with the exception of Computer Numerical Control Operative)   |
| 813 | Assemblers and Routine Operatives      | 8131 | Assemblers (electrical and electronic products)  |
|     |  | 8132 | Assemblers (vehicles and metal goods)  |
|     |  | 8133 | Routine inspectors and testers   |
|     |  | 8134 | Weighers, graders and sorters  |
|     |  | 8135 | Tyre, exhaust and windscreen fitters   |
|     |  | 8137 | Sewing machinists  |
|     |  | 8139 | Other assemblers and routine operatives not elsewhere classified   |
| 814 | Construction Operatives                | 8142 | Road construction operatives   |
|     |  | 8143 | Rail construction and maintenance operatives   |
|     |  | 8149 | Other construction operatives not elsewhere classified   |
| 821 | Road Transport Drivers                 | 8211 | Large goods vehicle drivers<br>(with the exception of heavy goods vehicle drivers who have-<br><ul style="list-style-type: none"> <li>○ a category CE or C1E driving licence, or</li> <li>○ an equivalent category to a category CE or C1E driving licence identified through a mutual recognition agreement between the Road Safety Authority and the appropriate regulatory authority in another jurisdiction).</li> </ul> |
|     |  | 8212 | Van drivers  |
|     |  | 8213 | Bus and coach drivers  |
|     |  | 8214 | Taxi and cab drivers and chauffeurs  |
|     |  | 8215 | Driving instructors  |
| 822 | Mobile Machine Drivers and Operatives  | 8222 | Fork-lift truck drivers  |
|     |  | 8223 | Agricultural machinery drivers   |
|     |  | 8229 | Other mobile machine drivers and operatives not elsewhere classified   |
| 823 | Other Drivers and Transport Operatives | 8231 | Train and tram drivers   |
|     |  | 8232 | Marine and waterways transport operatives  |
|     |  | 8233 | Air transport operatives   |
|     |  | 8234 | Rail transport operatives  |
|     |  | 8239 | Other drivers and transport operatives not elsewhere classified  |
| 911 | Elementary Agricultural Occupations    | 9111 | Farm workers<br>(with the exception of dairy farm assistants)  |
|     |  | 9112 | Forestry workers   |
|     |  | 9119 | Other fishing and other general agriculture occupations not elsewhere classified<br>(with the exception of horticulture worker)  |
| 912 | Elementary Construction Occupations    | 9120 | Elementary construction occupations  |
| 913 | Elementary Process Plant Occupations   | 9132 | Industrial cleaning process occupations  |
|     |  | 9134 | Packers, bottlers, canners and fillers   |
|     |  | 9139 | Other elementary process plant occupations not elsewhere classified  |

|     |                                       |      |  |
|-----|---------------------------------------|------|--|
| 921 | Elementary Administration Occupations | 9211 | Postal workers, mail sorters, messengers and couriers                |
|     |                                       | 9219 | Other elementary administration occupations not elsewhere classified |
| 923 | Elementary Cleaning Occupations       | 9231 | Window cleaners  |
|     |                                       | 9232 | Street cleaners  |
|     |                                       | 9233 | Cleaners and domestics   |
|     |                                       | 9234 | Launderers, dry cleaners and pressers                                |
|     |                                       | 9235 | Refuse and salvage occupations                                       |
|     |                                       | 9236 | Vehicle valeters and cleaners  |
|     |                                       | 9239 | Other elementary cleaning occupations not elsewhere classified       |
| 924 | Elementary Security Occupations       | 9241 | Security guards and related occupations                              |
|     |                                       | 9242 | Parking and civil enforcement occupations                            |
|     |                                       | 9244 | School midday and crossing patrol occupations                        |
|     |                                       | 9249 | Other elementary security occupations not elsewhere classified       |
| 925 | Elementary Sales Occupations          | 9251 | Shelf fillers  |
|     |                                       | 9259 | Other elementary sales occupations not elsewhere classified          |
| 926 | Elementary Storage Occupations        | 9260 | Elementary storage occupations                                       |
| 927 | Other Elementary Services Occupations | 9271 | Hospital porters   |
|     |                                       | 9272 | Kitchen and catering assistants                                      |
|     |                                       | 9273 | Waiters and waitresses   |
|     |                                       | 9274 | Bar staff  |
|     |                                       | 9275 | Leisure and theme park attendants                                    |
|     |                                       | 9279 | Other elementary services occupations not elsewhere classified       |
| All | Work in the private home              | All  | Domestic operatives  |

Note: ‘SOC-3’ and ‘SOC-4’ refer to applicable levels in the Standard Occupational Classification system (SOC 2010).”

*Economic Migration Policy Unit*

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