

“Quality Matters in Information for Young People”

Paris, 15-18 September 2005

European Seminar, organised jointly by ERYICA, Eurodesk and EYCA

<p style="text-align: center;">DESCRIPTION OF QUALITY INITIATIVE OR PROJECT CONCERNING INFORMATION FOR YOUNG PEOPLE <i>included in Compendium of Quality Initiatives/Projects prepared for the European Seminar</i></p>
--

Organisation: **AICM**

European Affiliation: **Co-operates with ERYICA**

1. **Name of Initiative** (project, activity, service or product):

CZECH REPUBLIC: Evaluation System of Youth Information Centres

2. **Description of Initiative or Project** (*please give a short but complete description, including the aim of the initiative or project*):

The evaluation system is designed to evaluate the situation and activities of the youth information centres (YIC), on the basis of an approved development concept established by the Association of YICs (AICM). The aim of the system is the standardization of the quality of the services provided by YICs which are belong to AICM and the granting of economic support for YICs which fulfil these criteria.

Evaluation criteria:

1) WORKING CRITERIA

A. Scope of YICs

- a1) regional – university town
- b1) regional
- c1) local

B. Uniform visual style of YICs = 1-4 points

- a1) guide system for visitors from exterior to interior – 1 point
- a2) clear presentation of YIC through uniform logos of YICs and AICM - 1 point
- a3) YIC involvement in the information system in the place where the YIC is located - 1 point
- a4) existence of YIC web-site with the content in accordance with the recommendation of AICM – 1 point

C. Operating time of YIC

a) operating time of YIC = 1-4 points

- a1) min. 4 hours a week (infopoint) – 1 point
- a2) min. 20 hours a week – 2 points
- a3) min. 35 hours a week (10 of them after 16.00 p.m., including Saturday and Sunday) - 3 points
- a4) min. 45 hours a week (15 of them after 16.00 p.m., including Saturday and Sunday) - 4 points

b) uniform information classification = 1-5 points

- b1) complete range of information in accordance with uniform basic offer of AICM, including local and regional information – 5 points
- b2) specific information available in accordance with uniform basic offer of AICM – min. complete information on education, jobs, leisure time, citizen and state, youth of the Czech Republic, European Union, and travelling, including local and regional info – 3 points
- b3) specific information available in accordance with uniform basic offer of AICM – min. complete information on education, jobs, and leisure time, including local and regional info – 1 point

c) Access to the PC + internet = 1-3 points

- c1) access to the PC + internet for public – 1 point
- c2) access to the PC + internet for public - min. of 3 PCs – 2 points
- c3) access to the PC + internet for public - min. of 5 PCs – 3 points

d) additional standard services = 1-8 points

- d1) photocopying – 1 point
- d2) public fax service – 1 point
- d3) additional items on sale (maps, publications, PC equipment) – 1 point
- d4) video projection about YIC – 1 point
- d5) sale of discount cards for youth – 1 point
- d6) visits of pupils and students to YIC – 1 point
- d7) regular or occasional meetings for children and young people – 1 point
- d8) other additional services – 1 point for one service

e) additional services = 1-5+ points

- e1) diagnostic for careers – 1 point
- e2) regional centre of European information service EURODESK - 1 point
- e3) thematic exhibitions for children and youth – 1 point
- e4) vocational counselling (pedagogical-psychological, law...) – 1 point
- e5) other additional services – 1 point for each service

f) administrative-economic activities = 1-3 points

- f1) correct and timely completion of annual accounts – 1 point
- f2) elaboration of annual report and its publication on the web-site – 1 point
- f3) a set of service regulations for YIC workplace – 1 point

2) ACTIVITIES CRITERIA

These criteria explain the level of concrete activities of a YIC within the framework of the AICM network. These criteria are additional and influence the basic evaluation of each YIC resulting from the working criteria.

- a1) participation in general meeting of AICM – participation of one representative of YIC - 1 point
- a2) participation in seminars, trainings connected to issue of youth information or organised by AICM itself or in co-operation with partners of youth information system in the Czech Republic - participation of one representative of YIC - 1 point
- a3) organisation of activities presenting the AICM or participation in them: organising activities - 3 points; participation in them - 1 point
- a4) active participation in running of on-line information of AICM and publication of news of AICM – regular contributions every month – 1 contribution = 1 point, max. 12 points

- a5) YIC own project activities financed by sources other than the Ministry of Education, Youth and Sport: one prepared project and each acquired funding source = 1 point
- a6) project activities of YIC on behalf of AICM – each prepared project accepted in selection process = 3 points
- a7) YIC own programme activities connected to the issue of youth information (final report and other additional materials from each activity) – one activity = 1 point
- a8) activities organised in the framework of the Youth Programme of European Union for non-formal learning and education (final report and other additional materials from each activity) – one activity = 2 points
- a9) elaboration of information packs according to the AICM uniform classification and making them available to other YICs in the Czech Republic = 1-8 points

Categorisation of YICs is an element of the evaluation criteria – basic division into the relevant category is evaluated through the number of points gained. Information about the activities of each YIC are acquired by means of a questionnaire (see form in “*Annual report – Report on Activities – YIC Questionnaire*”).

3. Aspect of Quality relating to Youth Information Addressed by This Initiative :

(please click on / activate the box which corresponds to your answer)

This is:

- a) an initiative that **identifies one or more quality factors as a basis for analysing / evaluating the quality / impact** of a youth information activity or service
- b) an initiative or project that **assesses the quality of the information provided**
- c) an initiative or project that seeks **to maximise the distribution / impact of the information provided**
- d) an initiative / project that addresses **another aspect of quality** (specify the aspect):

4. Name and Address of Organisation Responsible for This Initiative:

Name: Youth Information Centre Český Krumlov
 Address: Špicák 114, Český Krumlov, 381 01

Name: Youth Information Centre Tábor
 Address: Farského 887, Tábor, 39002

5. Name and E-mail Address of Person to Contact (for information about this initiative):

Name: Vlastimil Kopecek
 E-mail Address: info@icmcr.cz

Name: Václav Pavlík
 E-mail Address: pavlik@icmtabor.cz

6. Who Participated in This Initiative ?

Member Youth Information Centres in the Czech Republic

7. What Was the Scope of This Initiative?

(please click on / activate the box which corresponds to your answer)

Local

Regional

National

European

8. When Was This Initiative Undertaken *(please state the date when the activity was started, when it finished, or if it is still continuing):*

The activity is not time-constrained – this year it was the second time when this method was realised.

9. What Were the Results Obtained by This Initiative?

This method showed activities of Youth Information Centres in the Czech Republic. This evaluation is important for economic support for the YICs that fulfil different criteria from the side of the Association of YICs.

10. Report – Publication – Other Product *(if there is a report, publication or other “product” relating to this initiative, please state where it can be obtained or consulted, and in which language):*

The following material is available concerning this initiative:

(please click on / activate the box which corresponds to your answer)

Report Publication Other Product (specify)

Title: Výroční zpráva AICM CR 2004 (Annual report of Association YICs CR)

Language(s): Czech

Can be consulted / downloaded at this web-site: www.icmcr.cz (under the password)

Can be obtained from (address of organisation): -

11. Additional Information:

.....

This description form has been completed by:

Name of Person: Vera Fialová

E-mail Address: fialova@icmtabor.cz

Name of Organisation: Youth Information Centre Tábor