

“Quality Matters in Information for Young People”

Paris, 15-18 September 2005

European Seminar, organised jointly by ERYICA, Eurodesk and EYCA

DESCRIPTION OF QUALITY INITIATIVE OR PROJECT CONCERNING INFORMATION FOR YOUNG PEOPLE

included in Compendium of Quality Initiatives/Projects prepared for the European Seminar

Organisation: **HAYICO**

European Affiliation: **ERYICA**

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

HUNGARY: Quality Management in Youth Information Services

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

In Hungary, the first youth information and counselling services have been created at the time when the market economy regime started, based on local needs supported by state and on existing Western European examples. We have had an advantage because we could learn from tested approaches represented in ERYICA, the European umbrella organisation for youth information.

We created the Hungarian Association of Youth Information and Counselling Offices (HAYICO) as a national organisation in 1990, with the main aim of establishing quality standards for the services and of representing the local offices at the national and international levels. The European Youth Information Charter of 1993 and the Council of Europe Recommendation R (90) 7 gave us a perfect basis for the HAYICO Professional and Ethical Code, the first version of which was adopted in 1995.

During the years that followed new services have appeared which were not able to fulfill all the criteria of the HAYICO Code. In order to maintain professional standards, it was necessary to develop methodological work, and within HAYICO we selected and named some services as “Methodological Centres” (offices that had existed for a long time and were strong professionally), which had the task of helping new services. The current version of the “Professional and Ethical Code” (adopted in 2001) sets out the conditions for the three levels of services in the HAYICO network (Youth Information Point, Youth Information and Counselling Office, and Youth Methodological Centre).

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

This is 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

4. Name and Address of Organisation Responsible for This Initiative:	
Name:	HAYICO - Hungarian Association of Youth Information and Counselling Offices
Address:	Diófa utca 2, H-8200 Veszprém, Hungary
5. Name and E-mail Address of Person to Contact (for information about this initiative):	
Name:	Ms. Andrea Kiss, Mr. András Csaba Kósa
E-mail Address:	kissandi@freemail.hu ; kosa.andras.csaba@hayico.hu
6. Who Participated in This Initiative ?	
Ms. Andrea Kiss, Mr. Arisztid Ditzendy, Mr. László Wéber, Mr. Csaba Szabó, Mr. András Csaba Kósa	
7. What Was the Scope of This Initiative?	
<i>(please click on / activate the box which corresponds to your answer)</i>	
Local <input type="checkbox"/>	Regional <input type="checkbox"/>
National <input checked="" type="checkbox"/>	European <input type="checkbox"/>
8. When Was This Initiative Undertaken <i>(please state the date when the activity was started, when it finished, or if it is still continuing):</i>	
24 September 2001 and it is still continuing.	
9. What Were the Results Obtained by This Initiative?	
We have a system which defines quality criteria for each level of service.	
10. Report – Publication – Other Product <i>(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):</i>	
The following material is available concerning this initiative:	
<i>(please click on / activate the box which corresponds to your answer)</i>	
Report <input type="checkbox"/>	Publication <input type="checkbox"/>
Other Product (specify) pdf format printout <input checked="" type="checkbox"/>	
Title:	Professional and Ethical Code of Hungarian Association of Youth Information and Counselling Offices
Language(s):	Hungarian and English
Can be obtained from:	HAYICO, Diófa utca 2, H-8200 Veszprém, Hungary
11. Additional Information:	
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This description form has been completed by:

Name of Person: Ms. Andrea Kiss, Mr. András Csaba Kósa
E-mail Address: kissandi@freemail.hu, kosa.andras.csaba@hayico.hu
Name of Organisation: HAYICO