

“Quality Matters in Information for Young People”

Paris, 15-18 September 2005

European Seminar, organised jointly by ERYICA, Eurodesk and EYCA

<p 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: **JUGENDINFO.CC**

EuropeanAffiliation: **ERYICA + Eurodesk**

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

AUSTRIA: National Training for Youth Information Workers

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

In 2001 we started discussions on national training for Youth Information Workers (as a result of the ERYICA seminar on the issue – MBTC – and the national process on Quality Criteria) and decided that in order to provide in the whole of Austria quality information we needed to train workers also on a national level.

So far we had two national youth information courses:

- 1) 2001/2002 – 6 seminar-modules, 4 project-groups, duration of 1 year, 18 participants
- 2) 2003/2004 – 7 seminar-modules, 4 project-groups, duration of 1 year, 16 participants
- 3) In 2005 we are going to offer 2 seminars for advanced training and in 2006 we hope to start the 3rd national course (which will be further developed and maybe include even more modules)

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):

Trained staff is a condition for quality in youth information work.

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

Name: jugendinfo.cc

Address: 1020 Vienna, Lilienbrunnngasse 18/2/41

<p>5. Name and E-mail Address of Person to Contact (for information about this initiative):</p> <p>Name: Alexandra Cangelosi E-mail Address: alexandra.cangelosi@jugendinfo.cc</p>	
<p>6. Who Participated in This Initiative ?</p> <p>34 youth information workers (that is nearly half of the full staff employed in Youth Information Centres in Austria)</p>	
<p>7. What Was the Scope of This Initiative? <i>(please click on / activate the box which corresponds to your answer)</i></p> <p>Local <input type="checkbox"/> Regional <input type="checkbox"/> National <input checked="" type="checkbox"/> European <input type="checkbox"/></p>	
<p>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></p> <p>Process started in 2001, first phase ended in 2002, second phase: 2003/2004 now in 2005 an new service (advanced seminars) is being implemented.</p>	
<p>9. What Were the Results Obtained by This Initiative?</p> <p>Common training of 34 participants, besides the effect on the knowledge and skills of these workers the course had an important impact on networking in Austria (such also improving the quality of services) and the results of the project-groups have been used for further development of new projects in Austria.</p>	
<p>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></p> <p>The following material is available concerning this initiative: <i>(please click on / activate the box which corresponds to your answer)</i></p> <p>Report <input checked="" type="checkbox"/> Publication <input type="checkbox"/> Other Product (specify) <input type="checkbox"/> Title: 2. Lehrgang Jugendinformation 2003/2004 Language(s): German Report <input type="checkbox"/> Publication <input type="checkbox"/> Other Product (specify) short description....<input checked="" type="checkbox"/> Title: Austrian Youth Information Course Language(s): English Can be consulted / downloaded at this web-site: Can be obtained from (address of organisation): jugendinfo.cc</p>	
<p>11. Additional Information:</p> <p>.....</p>	

This description form has been completed by:

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