

“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: **MISSS**

European Affiliation: **ERYICA**

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

SLOVENIA: Standardisation of Slovenian Youth Information and Counselling

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

1. SHORT OVERVIEW OF THE ACTIVITIES, related to standardisation

- The European Youth Information Charter has been accepted as the basic platform of youth information and counselling since the beginning of the development of youth information in Slovenia, in 1995. The standardisation, which is now in progress, therefore, is also based in the principles of the Charter.
- In the year 2003, sponsored by the Office for Youth, we have developed the Premises for further development of youth information and counselling in Slovenia, which were published after they were accepted and discussed using the open method of coordination.
- In the year 2004, we have been actively involved in the Working Group on Information in Mollina (Spain), prepared within the open method of coordination by the European Commission, the Directorate General for Education and Culture. One of the most important issues discussed in this group was the standardisation, especially the development of quality standards in the field. Following the report of the analysis of the member state's replies to the Commission's questionnaires, most of the participants from the member states have stressed out the need for standardisation as one of the basic need in the field of youth information and counselling, comparable to the importance of further developing youth information training activities. The need for standardisation has also been detected by local youth information centres in Slovenia and was most clearly required in the framework of the Debate on youth politics, organised by the Youth Office of the Republic of Slovenia in 2004.
- In the year 2005, MISSS as the national coordinator of youth information and counselling has started an inquiry, in the framework of ERYICA's partner organisations, with the aim to collect foreign national standards of youth information. On basis of the responses given by the partner organisations, as well as on basis of the Premises for further development of youth information and counselling in Slovenia (2003), we have formulated a draft document proposing the basic content of Slovenian standards, which is due to be presented and further developed using the open method of coordination.

2. THE PROCESS OF STANDARDISATION of Slovenian youth information and counselling

We may summarize the activities regarding the standardisation of youth information and counselling into following steps:

Recognition of the need for standardisation

The need for standardisation has not been expressed solely by the Office for Youth of the Republic of Slovenia (i.e. the representatives of youth policy), which financially supports the youth information and counselling, or by the national coordinator, but also by local youth centres. It seems that the need for standardisation increases with the development of the activities in the field.

Defining the aim of standardisation

Minimum basic standards are intended to express the widest possible consensus on the norms, measures, activities and regulative, which would still ensure professional and valuable implementation of youth information principles in praxis. The main purpose of standardisation is, therefore, to warrant the quality of our work.

The standards have been proposed in accordance with the basic documents of youth policy:

- On the European level: The European Youth Information Charter, Resolution R(90)7, White Paper, The New Impetus for the European Youth and the Convention on rights of the child.
- In Slovenia: The Constitution of the Republic of Slovenia, Premises for further development of youth information and counselling.

The choice of areas of standardisation

We have defined the following areas of standardisation

- a) The terminological standard (the terminology used in youth information and counselling, including the standard identification of professional titles),
 - b) Location, size, layout and technical equipment in the youth information centre,
 - c) Skills and training of the staff, the number of staff, types of employment,
 - d) Main working areas of employed staff,
 - e) Supervision of work,
 - f) Records and documents (unified classification of types of information provided, anonymity of users and evaluation of work),
 - g) Recognition of information needs,
 - h) Use of modern information and communication tools,
 - i) Free use of information and counselling for youth,
 - j) Networking,
 - k) Monitoring the implementation of standards,
 - l) The standard of services: content of provided information or Advice.

How to accept standards?

The standards will be accepted using the open method of coordination: we will attempt to include representatives of local youth information centres, as well as the professional public and youth policy makers into defining the final draft of the standards. The draft will be then forwarded to the state officials – in our case, to the Office for Youth – and will be accepted on basis of final coordination between national coordinator (MISSS) and the representatives of the Office for Youth. Since neither local youth information centres nor the national coordination have the possibility to accept standards on basis of Ministerial Acts, we will be able only to propose the content of the standards, but they will be accepted further by the state bodies.

Monitoring

It is recommended to monitor the implementation of standards, since we can thus test and evaluate the accepted standards. On the basis of such evaluation, as well as on the basis of changed youth needs, we would be able to restructure or change the accepted standards.

3. PROBLEMATIC ISSUES concerning standardisation

- a) Possible conflicts of European guidelines and directives with the national legislation
- b) Existing situation in the field vs. the desired state in the field (the shortcomings of the existent situation)
- c) Unified understanding and implementation of standards
- d) Is there a real need for standardisation?
- e) Is standardisation really the basis for professional quality in the field of youth information and counselling? What about the other ways of ensuring the standards? Can we ensure the possibility of formal or informal training in the field of youth information? Do national and regional youth information networks function properly, are they stable in their existence? What kind of youth policy do we implement, are we (financially) supported by the state?
- f) Are the standards based in youth needs? Have young people been involved into the process of standardisation? Do we need to involve them?

<p>3. Aspect of Quality relating to Youth Information Addressed by This Initiative : <i>(please click on / activate the box which corresponds to your answer)</i></p> <p>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 <input checked="" type="checkbox"/></p>
<p>4. Name and Address of Organisation Responsible for This Initiative:</p> <p>Name: Zavod MISSS (Mladinsko informativno svetovalno središče Slovenije) Address: Kunaverjeva 2, 1000 Ljubljana, Slovenija</p>
<p>5. Name and E-mail Address of Person to Contact (for information about this initiative):</p> <p>Name: Alenka Žavbi (provisionally) E-mail Address: miss@guest.arnes.si</p>
<p>6. Who Participated in This Initiative ?</p> <p>This process of standardisation is in the middle of procedure and includes professional staff of national, regional and local information and counselling services.</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>The process of standardisation of Slovenian youth information and counselling is the priority task in year 2005, but the initiative started in year 2003.</p>
<p>9. What Were the Results Obtained by This Initiative?</p> <p>Results will only be available when the standards have been adopted.</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 type="checkbox"/> Publication <input type="checkbox"/> Other Product (specify) <input checked="" type="checkbox"/></p> <p>Title: Draft version of standards in youth information and counselling Language(s): Slovenian Can be obtained from (address of organisation): MISSS</p>
<p>11. Additional Information</p> <p>.....</p>

This description form has been completed by:

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