

# “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: **CBIDJ**

European Affiliation: **ERYICA** (via INJUVE)

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

**SPAIN: Basic Training Course for Youth Information Workers (Balearic Islands)**

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

This is a partly residential basic training course for youth information workers in the Balearic Islands network. The course lasts 200 hours (150 hours theoretical learning, of which 120 hours are e-learning and 30 hours are residential, plus 50 hours practical work in a youth information centre). The course is regulated by a law of the Balearic Islands region and is an obligation for all the persons who are working in the youth information centres.

The content includes the following elements:

**A) The context:**

- 1) Information concept
- 2) Knowledge society
- 3) About legislation (youth, Internet, data, etc)
- 4) Other information services

**B) The protagonist:**

- 1) Youth Information: philosophy, history, goals etc
- 2) Youth Information services: different kinds, and organization
- 3) Professionalism: training courses, competencies, skills, and functions, etc
- 4) The users: youth psychology and sociology. New users: immigrants.
- 5) The networks: concepts and description of Infojove, Spanish network, ERYICA, Eurodesk, etc.

**C) The skills:**

- 1) Documentation
- 2) Programmes and projects
- 3) Communication
- 4) Youth involvement and participation
- 5) Information literacy
- 6) Net working
- 7) Quality

**D) The virtual skills:**

- 1) Internet
- 2) Web-sites
- 3) Data-bases
- 4) Virtual Documentation.

There are two kind of teachers (tutors and counsellors) and they are all Infojove youth information workers. To be a trainee, it is necessary to be more than 18 years old and to have a Bachelor degree.

Different evaluations are made of the course:

- a) evaluation by the trainees, in an interview with the tutors
- b) evaluation by the trainers
- c) transversal evaluation (comparing different courses, their evolution and impact on the network)

**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):

We think that the first aspect of quality in youth information work is the knowledge and professionalism of the youth information workers, and it is very important that a basic course includes the subject of quality.

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

Name: CBIDJ - Centre Balear d'Informació i Documentació Jove  
Address: C/ Joan Lluís Estelrich 9, E -07003 Palma de Mallorca, Spain

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

Name: Ajo Monzó Almirall  
E-mail Address: ajo@bitel.es

**6. Who Participated in This Initiative ?**

- Co-ordination: CBIDJ - three persons (youth information workers)
- Tutors: 5 persons in 3 islands
- Counsellors: 11 teachers
- Trainees: 70 in 3 islands (Mallorca, Menorca and Eivissa)

**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 ):*

Since 1990 there have been basic youth information courses in the Balearic Islands, but the course in this form has existed since November 2004.

**9. What Were the Results Obtained by This Initiative?**

The results are that 70 professional youth information workers who are working in the Balearic Islands network have been trained, there are more projects in the network, there is a new web -site, new weblogs, new ALFIN projects. Also better networking and participation. It is important too that there are new trainers, it means a new training pool for future courses. In summary, the level of knowledge and skills in the network has increased significantly.

**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)       web-site

Publication Title:      Curs d'Informadors Joves 2004 – 2005 Plataforma

Language(s):              Catalan, Castellano

Can be consulted at this web-site:      <http://infojove.caib.es/formacio.htm>

Can be obtained from:                      CBIDJ (see address under 4) above)

**11. Additional Information:**

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This description form has been completed by:

Name of Person:              Ajo Monzó Almirall

E-mail Address:              ajo@bitel.es

Name of Organisation:      CBIDJ, Direcció General de Joventut, Govern de les Illes Balears