

# “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;"><b>DESCRIPTION OF QUALITY INITIATIVE OR PROJECT CONCERNING INFORMATION FOR YOUNG PEOPLE</b> <i>included in Compendium of Quality Initiatives/Projects prepared for the European Seminar</i></p>
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Organisation: **Canllaw Online**

European Affiliation: **ERYICA + EYCA**

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

**UNITED KINGDOM (Wales): Info-Outlets Quality Mark Scheme**  
for generalist youth information projects in Wales

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

Professional youth information workers in Wales have developed a quality mark workbook based on the principles and delivery criteria, which underpin the requirements of the Canllaw Online Quality Mark process. The central aim of this scheme is for the workbook to be used as a tool for developing an information service for young people in a way that meets the needs of the organisation operating the service.

The criteria set is realistic and achievable and we hope a simple process, which is easy to understand and follow but still challenges projects that wish to attain the quality mark. The purpose of this scheme is to give official recognition to organisations operating info services for young people and will help those projects demonstrate that they are responding to needs identified by young people and researchers in the “Extending Entitlement” document published by Wales Assembly Government in November 2000.

Canllaw Online is the validating body for the Info-Outlet Quality Mark in Wales.

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**

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

Name: Canllaw Online  
Address: Suite 5, The Octagon, Caerphilly Business Park, Van Road,  
Caerphilly, CF83 3ED Wales, UK.

<b>5. Name and E-mail Address of Person to Contact</b> (for information about this initiative):	
Name:	Mick Conroy
E-mail Address:	<a href="mailto:mickconroy@canllaw-online.com">mickconroy@canllaw-online.com</a>
<b>6. Who Participated in This Initiative ?</b>	
All interested parties of the national network of Information Outlets for young people	
<b>7. What Was the Scope of This Initiative?</b> (please click on / activate the box <b>which corresponds to your answer</b> )	
Local <input type="checkbox"/>	Regional <input type="checkbox"/>
National <input checked="" type="checkbox"/>	European <input type="checkbox"/>
<b>8. When Was This Initiative Undertaken</b> (please state the date when the activity was started, when it finished, or if it is still continuing):	
Started April 2001 and is ongoing	
<b>9. What Were the Results Obtained by This Initiative?</b>	
Nearly 65 Info outlets working towards the Quality Mark, from an original 78 outlets	
<b>10. Report – Publication – Other Product</b> (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 <b>which corresponds to your answer</b> )	
Report <input type="checkbox"/>	Publication <input checked="" type="checkbox"/>
Other Product (specify) ..... <input type="checkbox"/>	
Title:	“Canllaw Online Quality Mark Workbook”, and guidelines for YICs
Language(s):	English and Welsh
Can be obtained from:	Canllaw Online - see e-mail contact / address as above
<b>11. Additional Information:</b>	
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This description form has been completed by:

Name of Person: Mick Conroy  
E-mail Address: [mickconroy@canllaw-online.com](mailto:mickconroy@canllaw-online.com)  
Name of Organisation: Canllaw Online