

Country	Developments regarding the European Youth Card scheme and/or youth mobility policy by 12 March 2021
ANDORRA	<p>Who we are The Carnet Jove Andorra is a non-profit organisation (professional association). The members of the association are the Government of Andorra and the 7 regional councils.</p> <p>Our challenge is To create a service that allows us to evolve from a discount card to a key tool helping to shape the future of our country.</p> <p>In what we believe? We believe active young people have the capacity of driving change and improving our society.</p> <p>Our purpose is To maximise opportunities for all young people, allowing them to participate as citizens and consciously decide their future.</p> <p>What do we do? 1. We offer tailored discounts and services in different areas such as culture, sports, education, mobility, emancipation and leisure. 2. We create captivating experiences in many areas where young people can flourish individually. 3. We promote networking activities for like-minded young people with the support of youth organisations and other national and international organisations. 4. We offer information to answer the needs and doubts of young people. This information facilitates their own decision-making for each vital step in their lives.</p> <p>How do we do it? 1. Segmenting our service according to young people's age and needs. 2. Designing the youth card services together with young people. 3. Encouraging and rewarding all young people who are actively involved. 4. Adapting continuously to their language and their communication channels. 5. Strengthening the values and bonds within Europe. 6. Collaborating with our governments, organisations and companies to help them develop and implement youth policies.</p> <p>Examples of what we do regarding the youth mobility scheme and youth policy in general 1. Coordination of a national project called "Moviment Jove" (Young Movement). The Government of Andorra, the seven Councils, the Carnet Jove Andorra Association, the Sociological Research Centre (CRES) and the National Youth Council of Andorra (FNJA) have promoted a participatory project in order to obtain an exhaustive and detailed knowledge of the current reality of young people in Andorra.</p>

Goals:

- To obtain an extensive and quality knowledge about young people in Andorra, their needs and their opinions and expectations on how they should be answered.
- To settle a foundation to redefine and promote youth policies and the interventions to be develop, according to the needs and resources available.
- To involve all governmental bodies, companies, non-profit and other organisations related with the youth field in the country, each of them from their action field.
- To shorten the gap between young people and public administrations, improving the relationship and common knowledge, and empowering different young groups and organisations.

Phases

- Design and start.
- Interviews and working sessions with stakeholders (public administration, organisations and companies). 35 interviews.
- Workshops and Digital participation with young people. 1.500 youngsters.

Results

To obtain a Youth Report of Andorra, where the current reality and the needs, interests and expectations of young people are going to be described. This report will be used as a reference and orientation for the definition and development of youth policies and programs in Andorra. The results: <http://www.movimentjove.com/>.

This project led public institutions from local and national levels to create a joint task force. Their main goal is to coordinate actions and give answers to young people's demands and priorities appointed by this project.

2. **Information service for cardholders** in our website: Communication for answering the needs and doubts of young people. This service is possible thanks to the partnership with the Government of Andorra, the 7 regional councils and professionals from different sectors. This information facilitates their own decision-making for each vital step in their lives. Check: <https://carnetjove.ad/informacio/>.

3. **Agreement with the Ministry of Social Affairs** to carry out a task of approaching and offering the European Youth Card program and its services to young people between 12 and 30 years old, both ages included, who are in the following situations: young people under guardianship, with disabilities and at risk.

ARMENIA	Currently EYCA is in communication with the Ministry of Education, Science, Culture and Sport in order to see the best options to implement the programme in the country for the benefit of all young people in Armenia.
AUSTRIA	<p><i>Updated March 2021</i></p> <p>The European Youth Card in Austria is built on the realities and strengths of a federal state and therefore mainly based on the cooperation with the regional youth cards. Hence, strengthening and enhancing the cooperation with the regional youth cards is always a top priority of the EYC in Austria. Every year several measures and activities aiming at this goal are put in place.</p> <p>While the regional youth cards support their card holders to make the best out of the opportunities available in their region, the EYC co-brand complements this by offering and promoting nationwide and European opportunities and discounts to the young people - thus fostering and supporting youth mobility Austria- and Europe-wide.</p> <p>Developing youth mobility opportunities through the youth card is also one of the priorities of the Austrian regional youth cards. Notably the youth card in Salzburg, S-Pass, has established a ground-breaking cooperation with the Salzburg state's public transport network. Concretely the digital s'COOL-CARD and the SUPER s'COOL-CARD, both reduced travel cards for students and apprentices, in the S-Pas app are full-feature substitutes for the respective plastic cards. The Carinthian Youth Card also has a free ride function, due to its integration into the free ride system for pupils and apprentices of the Carinthian Lines Transport Association, and due to its cooperation with the Carinthian Executive it is likewise an officially recognised ID card that is anchored in the Youth Protection Act. Furthermore the youth card in Lower Austria is piloting together with the edu.card (a school/student card) and the youth ticket of the Austrian eastern region public transport network (reduced travel cards for students and apprentices in Lower Austria, Vienna and Burgenland) the project youth app Lower Austria. The aim is to combine/join all three cards in one digital card.</p> <p>Since October 2020, ongoing mobility restrictions due to the COVID 19 pandemic have resulted in the vast majority of planned face-to-face events and activities in Austria being cancelled or postponed, or conducted in an online format. Already since the middle of last year, the information work has focused on Corona and in particular the impact of the Corona crisis on young people. The Vorarlberg Youth Card, for example, provide young people in Austria with helpful tips and tools for online learning, informs them about counselling centres for questions around apprenticeships or jobs, gives them tips and information what you can do when you need help in difficult times, and provides young people with tips and suggestions on how to organise their free time in times of Corona crisis and even what possibilities there are to party online. The Salzburg Youth Card currently focuses on apprenticeships. As part of the focus, they provide information about the Salzburg apprenticeship card,</p>

	<p>which is both an apprenticeship card and proof of age and offers many advantages and discounts. Furthermore, they inform young people about useful tools such as the 'talent check' or the 'career check' for high school graduates, and give them useful application tips and valuable information about apprenticeships and apprenticeship searches.</p>
AZERBAIJAN	<p>European Youth Card in Azerbaijan is implemented by Azerbaijan Student Youth Organisations' Union with financial support of the Ministry of Youth and Sport of the Republic of Azerbaijan and cooperation of the Ministry of Education.</p> <p>The web-page eyca.az and mobile application for android and IOS platforms has been developed to make students more comfortable using the capabilities of the Azerbaijan Student Card. More than 200 public catering facilities, cafes and restaurants, the hotels in the country have been reached by creating discount network.</p> <p>Facebook and Instagram pages operate in order to promote Azerbaijan Youth and Student Card and public places where discounts are provided. CCDB numbers are used as the main numbering method in order to achieve recognition of the card international.</p>
BOSNIA AND HERZEGOVINA	<p><i>Updated February 2021</i></p> <p>The European Youth Card Association has a new member in Bosnia and Herzegovina. PRONI Center for youth development is a non-political organisation founded with the purpose of organising and implementing education in the field of social work with young people.</p> <p>It was founded in 1998 with 30 active youth clubs across the country and 16 full time employees in the 5 different cities and offices. PRONI works very close to the Ministry of Civil Affairs of Bosnia and Herzegovina.</p> <p>European Youth Card program in Bosnia and Herzegovina started on International Youth Day and in 40 days of active program they issued 1000+ youth cards which are free until the end of the year, they have 40+ discounts in Bosnia, 2 educations in Niš Serbia, Neum Bosnia, 15+ free workshops in 10+ cities and they have 15000+ visits on their site www.omladinskakartica.ba</p> <p>One of the leading telecoms in Bosnia and Herzegovina supported European Youth Card program in Bosnia and Herzegovina.</p> <p>There are currently over 60 discount providers in Bosnia and Herzegovina and 2300 registered card users.</p>
CROATIA	<p><i>Updated September 2020</i></p> <p>Developing youth mobility opportunities through European Youth Card is one of Croatian priorities in the field of youth policy. It is planned as a measure in Croatian new strategic baseline document for youth.</p>

	<p>Youth mobility is also one of the priorities of annual call for projects that Central State Office for Demography and Youth (hereinafter: Central State Office) publishes every year.</p> <p>Therefore, Central State Office has a strong cooperation with National Agency for mobility and EU programmes as well as the card holder.</p> <p>Holder of the European Youth Card is Croatian Hostel and Ferial Alliance (HI Croatia). They promote the European Youth Card scheme and discounts.</p> <p>Central State Office recognizes the importance of youth mobility, especially of youth in remote and rural areas as well as young people with fewer opportunities.</p> <p>Central State Office supports activities that promote and encourage youth mobility through European Youth Card and sees NGO and NGYO as an important partner in that process.</p>
<i>CYPRUS</i>	<p>The EYCA member organisation in Cyprus has substantially increased the number of cardholders in the past few years.</p> <p>At the moment, they are immersed in promoting activities and projects related to active citizenship and raising awareness about a number of topics among young people. In addition, the European Youth Card is being promoted via other programmes developed by the Youth Board of Cyprus in order to reach as many young people as possible.</p> <p>Their discount portfolio is currently under review to increase the quality and quantity of the discounts. In terms of promotion of the European Youth Card, the member in Cyprus has been present in several meetings and fairs and has also awarded two young EVS volunteers with a visit to Cyprus.</p>
<i>FINLAND</i>	<p>Allianssi, the EYCA member organisation in Finland is currently planning to restructure the administration of the youth card from Allianssi association to Allianssi Youth Exchanges. The goal of this restructuring process is to link the European Youth Card to mobility programmes.</p> <p>Several new student unions are planning to co-brand their student card with the EYC. With these new agreements, the member organisation in Finland envisions that the total number of cards will be doubled within the next 12 months.</p> <p>Allianssi, was also a partner for the EYCA Youth Activation Campaign aiming at encouraging young people to get informed and vote in the European Elections in May 2019.</p>
<i>HUNGARY</i>	<p>The Hungarian student card is a state-funded plastic card, with electronic data storage, that provides state-guaranteed discounts and many other additional benefits. The EYCA logo is also present in the card. This way the cardholder is also entitled to access the international benefits provided by the organisation. The card is offered to all students free of charge.</p>

	<p>The goal is to broaden the variety of these discounts, in order for the students to be able to acquire more discounts from various fields, e.g. culture, transportation.</p> <p>The member organisation in Hungary is currently putting in place structural and IT changes regarding the discount system. An expansion in the number of partners and users is hallmarking the system. On the one hand, the cashless methods were strengthened. On the other hand, due to the promotion in devices and monitoring of need, we were able to continue the innovation.</p>
IRELAND	<p><i>Updated October 2020</i></p> <p>In Ireland, the European Youth Card Association and the European Youth Information and Counselling Agency are currently represented by Youth Work Ireland. Youth Work Ireland recognizes the role that youth mobility plays in affording young people opportunities to: learn and acquire new skills and languages; appreciate different cultures; further their personal development; enhance their employability; build a sense of EU citizenship and tolerance to diversity.</p> <p>Youth Work Ireland is currently in contact with the Department of Children and Youth Affairs in order to explore the best options for the benefit of all young people.</p>
LUXEMBOURG	<p>The member organisation in Luxembourg is currently reviewing its discount portfolio and contacting potential new partners and discount providers. In order to update and improve the opportunities and benefits offered to Luxembourgish young people</p> <p>In addition, the EYCA member in Luxembourg is organising contests, further advertising and promoting the card, updating the website and designing a new outreach strategy.</p> <p>Last but not least, the Luxembourgish member will soon join the digitalisation strategy by issuing digital cards and promote the EYCA app among their cardholders.</p>
MALTA	<p><i>Updated October 2020</i></p> <p>Agenzija Zghazagh, the national youth agency in Malta, is constantly promoting the European Youth Card and its local and international events aiming young people deriving from different walks of life through its Youth Information Centre.</p> <p>Currently 9000+ young people in Malta hold the card and are making use of the numerous and various discounts which assist them in pursuing their goals which are relevant to active citizenship, leisure and education.</p> <p>The card is granted to the young people (13 – 30 years of age) for free and one can apply for the card either online (a recent application which has eased the process of attaining the card) or from our head office and youth cafés and youth</p>

	<p>hubs which are situated in different localities in Malta. In order to facilitate the process and assuring the card reaches the young applicant, the card is sent by mail on the given address.</p> <p>Agenzija Zghazagh seeks to increase the discounts provided on a monthly basis; in order to achieve this, young people are asked to bring forward their suggestions of service providers or retailers so that discounts are more applicable to their needs and wants. Moreover young people receive a newsletter at the end of each month which features opportunities on a European Level whilst they are also involved in researches through online questionnaires and polls.</p> <p>By means of our social media platforms young people are reminded of the different discounts they can benefit from. To add to the above, Agenzija Zghazagh has built a strong network with different entities who open initiatives and provide opportunities related to different themes to the card holders.</p> <p>Agenzija Zghazagh also supports the Maltese young representative who is part of the EYCA Youth Panel. Communication between the 2 parties is constant and very active.</p> <p>In 2019, Agenzija Zghazagh has been awarded with the award for 'Knowledge of Young People', during the EYCA awards following its success in reaching a good number of and granting the young people with the European Youth Card during the campaign developed by EYCA ' If you give a shit, give a vote'.</p> <p>Agenzija Zghazagh is also a member or Eurodesk and ERYICA; as a result to this the 3 EU networks represented all by Agenzija Zghazagh in Malta provide and promote learning mobilities and develop engaging events which grant the young people access to explore a wider picture of learning mobility whilst assisting and providing them with reliable information to participate. Agenzija Zghazagh does it best to partner in projects developed by the mentioned above networks.</p> <p>Lately Agenzija Zghazagh (youth.gov.mt), has launched its new website which also features sub websites to promote and provide information with regards to the functions and aims of EYCA (eyca.mt) , ERYICA and Eurodesk (eurodesk.mt).</p> <p>Agenzija Zghazagh, has reached an agreement with Identity Malta, which enables the agency to have a wider reach of young people. Young people who turn 14 and are applying for their identity card for the very first time will be automatically granted the EYCA card, upon application of their identity card. This will not only increase the number of card applicants but moreover it is a step forward to collaborate with other entities, provide information and opportunities to a large scale of young people whilst also strengthening the function of EYCA in Malta.</p> <p>This year, Agenzija Zghazagh has achieved the Quality Award. The Quality Award is a distinction awarded to departments and entities within the Public</p>
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<p>Administration, whose service delivery to customers reaches those standards of service defined through the 4 Pillars (voice and understanding the customer, design and implementation of policies and services that meet customer expectation, delivery of a quality service and accountability, where people become part of the excellence of the service provided), the 10 Quality Service Determinants as defined by the SERVQUAL quality model (Reliability, Responsiveness, Competence, Access, Courtesy, Communication, Credibility, Security, Understanding/Knowing the Customer and Tangibles), Directive 4-1 and any other directives or policies which establish quality standards within the Public Administration.</p>
MOLDOVA	<p>The Republic of Moldova has initiated in 2011 the process of accession to the Partial Agreement on Youth Mobility through the Youth Card. Respectively, all the internal procedures were started for the legally accession to Partial Agreement on Youth Card, and also external ones referring to communication and acceptance by the Council of Europe as a membership of the country within this international treaty. Inclusively, at national level was approved a government decision, in this sense a law was adopted, signed a decree of the president, all documents being published in the Official Gazette). The accession process was completed in 2012.</p> <p>On February 13, 2019, in cooperation with EYCA an information session was organised on the opportunities and benefits of Youth Card, which took place in Chisinau, Moldova. The goal of the event was to promote the Youth Card and to identify some partner organisations. At the moment there is a process of identifying the partner organisation to implement the Youth Card, the process is directed by the Youth Department of the Ministry of Education, Culture and Research.</p>
MONTENEGRO	<p><i>Updated October 2020</i></p> <p>The Ministry of Sports and Youth and the NGO Center for Youth Education signed a cooperation agreement, which is defining next fact: the Government of Montenegro (Ministry) became the owner of the EYCA license, and the NGO the official implementer of the EYCA program in Montenegro.</p> <p>In last 2 years (including 7 months of Corona), we distributed more than 8,200 EYCA cards throughout Montenegro.</p> <p>Cooperation between Ministry and NGO made great results for youth people in MNE:</p> <ul style="list-style-type: none"> • Distributed more than 8,200 cards in whole Montenegro • Continuous presence of Montenegro project team on PA Seminars, EYCA Conferenceses, Group Meetings, EYCA Seminars in order to be active and learn from other EYCA members • Strong level of visibility of the EYCA program in Montenegro (More than 6.000+ followers on Facebook&Instagram; More than 400.000 visits on EYCA MNE website; More than 30 offline & online events in order to promote EYCA card in MNE etc) • Defining the EYCA Card as a Key activity in the Program of realization of public interest in the field of Youth policy for 2020. year (voted in the Government of Montenegro) • Signed contracts about Cobranding cards with 4 Municipalities: Tivat, Herceg Novi, Kotor, Budva • Future cooperation to be announced (State and Private Universities, Capital Podgorica etc) • Contract signed with Cashback World Montenegro

	Our plans of MNE Team is to create a new Website and more digitize EYCA card in Montenegro, and for sure to organize EYCA Conference in the next period.
<i>THE NETHERLANDS</i>	<p>CJP, the Netherlands states in its mission that we want to broaden the (cultural) horizon of our cardholders. That means that we inform, inspire and facilitate young people to investigate their own needs and desires regarding their own cultural development.</p> <p>There for CJP Netherlands cooperates with almost 80% of the school in both secondary education as vocational training to integrate cultural activities offered by cultural institutions in their curriculum. CJP offers travel discount cards to enable schools to travel to different cultural institutions. We report over important cultural trends and upcoming artistic movements in the Netherlands and the rest of the world. We organise cultural events such as film and theatre festivals where young people can meet the rest of the world cause of the international dimension of these festivals.</p> <p>These activities should have a significant impact in the ability of young people to move around in this complicated world with enough self-assurance and confidence.</p>
<i>PORTUGAL</i>	<p><i>Updated October 2020</i></p> <p>By the end of 2019 an ambitious plan for 2020 was defined for the Youth Card, in order to reinforce it's role as a Youth Policy tool:</p> <ul style="list-style-type: none"> . redesign/update the programme according to Youth modern trends; . follow on the recommendations of the Final Declaration Lisbon+21 Conference of Youth Ministers; . direct the activities always with sustainability and environmental protection factors in place; <p>The outbreak of Covid-19, the subsequent stop in the activities of our partners and many discount providers and the overall confinement of Young People (#StayHome) lead to a change in activities.</p> <p>During the first semester of 2020 we focused on:</p> <ul style="list-style-type: none"> . Develop communication with the cardholders regarding the Covid-19 and ways to protect themselves and others in regards to it https://www.cartaojovem.pt/Informacao/Noticias/FICAEMCASA . Act as a channel for deploying information and guidance issued by the National Health authority to Cardholders using our social media (Instagram and Facebook), in the framework of a formal Agreement established between Movijovem and Direção-Geral de Saúde. . Act as partners to academic studies directed to analyse the impact of Covid-19 on youngsters, namely Youth Card holders. <p>Some projects underlined to support the planned actions 2020 are on hold, namely:</p> <ul style="list-style-type: none"> . development of the project Youth Card Forest, directed to replanting with indigenous species burned areas in Portugal, in a sustainable way (3 to 5 years duration) resulting from the commitment of the Local Authorities (with whom we are already have the Municipality Youth Card) to take care the area and the trees; . Development of a national enquiry directed to understand the needs of young people in this digital era, regarding their social awareness and the (right now more than ever) changing mobility trends.

	<p>Regardless of actions on hold we are now developing:</p> <ul style="list-style-type: none"> . A process of rethinking our presence on Social Media and development of a new Digital Marketing strategy; . Readapt the partnerships we have to the new reality, focusing on digital commerce and information; . Direct our efforts to work on projects framed to directly help young people to address the challenges of the post Covid-19 era.
<i>SAN MARINO</i>	One of the objectives of EYCA is to be present in San Marino during 2020.
<i>SERBIA</i>	<p>The European Youth Card is a key tool for raising awareness among young people in Serbia. Overall, the European Youth Card has around 60,000 users in Serbia. In addition to the many commercial benefits and discounts that are being made, the European Youth Card in Serbia provides constructive and facilitated access to young people through cultural events, events, museums, theatres and other culturally significant institutions.</p> <p>Some of the most significant discounts in Serbia, when it comes to culture are within the following institutions: Belgrade City Museum; Belgrade City Theatre; Museum of Theatre; Museum of Contemporary Arts; BITEF Theatre; Sabac Theatre and Museum of Yugoslavia.</p>
<i>SLOVENIA</i>	<p>Mobin, the member organisation in Slovenia, has experienced significant growth in 2019. Currently, Mobin has surpassed 120 thousand cardholders which represent 40% of the Youth Population in the country.</p> <p>At the moment, 45% of high school students have become European Youth Cardholders. Besides, Mobin is also cooperating with two of the three largest universities in the country, which enables 85% of all university students to receive their European Youth Cards.</p> <p>The EYCA member organisation in Slovenia is currently immersed in a digitalisation process by developing a phone app that will allow young people to look for opportunities related to volunteering, and also activities in the field of youth work. It will also reward young people for their participation based on the Scottish and Austrian models.</p>
<i>SLOVAK REPUBLIC</i>	<p>The member organisation in Slovakia has an approach to youth mobility based on travelling, travel-related services, and facilitating connections while being abroad.</p> <p>The EYCA member in Slovakia has negotiated a deal with one of the leading phone operators in the country that offer cardholders the possibility to use a subscription with special conditions.</p> <p>Besides, the EYCA member also cooperates with train and bus companies in the Slovak Republic. In the future, the goal will be to secure better fares for all cardholders in public transport. This would have a significant impact in terms of providing mobility opportunities to young people.</p>

SWITZERLAND	<p>The original member of EYCA in Swiss was until 2013: euro26 Schweizer Jugendkarte AG.</p> <p>In 2013 the new EYCA member coming from the same organisation (euro26 Schweizer Jugendkarte AG) was Young Swiss Schweizer Jugendkarte AG, they were based in Bern and remained members until the beginning of 2018.</p> <p>After that EYCA was in contact with different organisations to find the proper organisation to develop the European Youth Card program in the country:</p> <ul style="list-style-type: none"> - SwissEduNet: and NGO that is mostly dedicated to educational programs. They sent EYCA a letter of intent to become EYCA member and are now currently in the process of evaluating their options to successfully implement the program. - STUcard, an organisation developing a similar card scheme already in the country mostly dedicated to Students. <p>At this moment EYCA is in the process of finalising a concrete agreement with the right organisation to stablish the European Youth Card project in the country.</p>
--------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------