

**DESCRIPTION OF THE ACTION OF THE PARTNERSHIP AGREEMENT
BETWEEN ERYICA AND THE COUNCIL OF EUROPE
IN 2020**

1. European Youth Information Quality Label

The development of a European Youth Information Quality Label for the youth information sector in Europe started in the framework of the Grant Agreement of 2019. The first year of the planned two-year process produced promising outcomes, including a draft assessment tool, and found preliminary answers to the major questions regarding the management and sustainability of the Label.

Concretely, the year of 2019 produced the following outcomes:

- Collection of existing resources for quality assessment/management in youth information (YI) in a **desk research report**;
- Setting up of a **Working Group** on the European Youth Information Quality Label; definition of the group's mandate;
- Production of an **assessment tool** based on the principles of the European Youth Information Charter, ERYICA's self-assessment quality tool and other quality assessment resources developed by national youth information structures identified in the desk research;
- **3 meetings of the Working Group** that developed the assessment tool and the management plan, as well as made recommendations for creating a sustainable structure for the implementation;
- A **workshop during the ERYICA General Assembly** to discuss the main questions that came out of the first Working Group meeting with national youth information structures and stakeholders, and to foresee possible implementation scenarios considering different national realities;
- **Open Dialogue Day** with youth information providers across CoE member states and involving different stakeholders of the Label;
- **Mapping of YI services** in Europe and Charter dissemination (**producing a guide** for the implementation of the Charter);
- **A survey** among youth information providers across Europe about the planned structure of the Label; and
- **3 models of structures for potential interested Label applicants**
 - o **Model 1:** Countries with a well-established national/regional coordination of youth information services that already have a quality label .
 - o **Model 2:** Countries with a well-established national/regional umbrella organisation/YI coordinator, which do not have a Label.
 - o **Model 3:**
 - Countries with no national/regional umbrella organisation coordinating youth information;
 - Countries with no national/regional quality assurance system or label specifically for youth information;
 - Countries that are not members of ERYICA but are members of the Council of Europe and wish to further develop or establish youth information services.

As foreseen in the 2019 Grant Agreement, ERYICA proposed the completion of the development of the Label to constitute the backbone of the **Council of Europe - ERYICA collaboration in 2020**.

The steps of the process in 2020:

- Fine-tuning of the application procedures for awarding the Label according to different models:
 - o Quality assessment methods and tools; and
 - o Involvement of external experts when required;
- Establishing a system for maintenance and renewal of the Label;
- Testing and piloting with youth information services and users/young people in at least the 3 case studies in 3 different Council of Europe countries (one per identified model in the first phase); and
- Establishment of a Task Force for piloting and supervising the implementation of the Label.
- Label design and dissemination plan:
 - o Use and display of the label; and
 - o Seminar on Quality Youth Information Services at the end of the project for potential applicants, CMJ members and other youth information-related stakeholders.
- Launch and promotion.

By the end of 2020, the Label was tested and expected to be ready for application.

2. Mapping Youth Information Europe in 2020”

The last overview of youth information and counselling in Europe was done in 2013/2014, in the framework of the Council of Europe - ERYICA Partnership (Compendium on National Youth Information and Counselling Structures). ERYICA started to map the youth information centres and services existing in Europe in 2019 in the framework of the Quality Label project. However, due to difficulties to reach youth information services beyond the ERYICA network, the data gathered was mainly related to youth information services under the ERYICA umbrella.

Given the importance of having a clear map of youth information services in Europe for young people, the youth sector and the future quality label, ERYICA collaborated with the Council of Europe Youth Sector to gather key data on the existing youth information services across Europe. Further steps of the process included the dissemination of a questionnaire among statutory bodies of the Council of Europe and potential interviews with national and regional authorities and NGOs responsible for planning and delivering youth information and counselling services in Council of Europe countries. ERYICA sought to collaborate with the Pool of European Youth Researchers, if needed.

3. Publications

The Liaisons manual, developed in the framework of the Grant Agreement in 2017-2018, was translated to Dutch (in cooperation with JINT, Flemish NA), Spanish (in cooperation with IVAJ) and Azerbaijani (in cooperation with IMO) in 2019, while plans have been made for a translation into Catalan (with the support of IVAJ). This proves the success of the manual, which ERYICA further promoted, translated, and disseminated in 2020 for the benefit of the youth sector in Europe.

Some examples of events:

- European Youth Card Association (EYCA) General Assembly;
- Eurodesk General Assembly;
- Events organised at local, regional and national level organised by youth information and counselling providers;
- Relevant events organised by Ministries at national or regional level;
- ERYICA Youth Ambassador framework events;
- Relevant events organised by the European Youth Forum;
- Relevant events organised by National Youth Councils;
- The European Youth Event (EYE);
- Relevant events organised by the Council of Europe;
- The University on Youth and Development (UYD) of the North-South Centre;
- Mediterranean University on Youth and Global Citizenship (North-South Centre);
- Events organised by the European Commission and/or the EU-CoE youth partnership;
- Events organised by UNESCO;
- The Global Week on Media and Information Literacy and GAPMIL events;
- Relevant events organised by the Commonwealth Secretariat in the field of youth;
- Related events organised by the European Association of Youth Clubs;
- Relevant events organised by National Agencies;
- Relevant events organised by other stakeholders, such as the European Forum for Urban Security or the European Social Network; and

In order to achieve a wider promotion of the Liaisons manual, a number of meetings took place between ERYICA staff, ERYICA representatives, governmental representatives from the Council of Europe member states, youth organisations, and organisations interested in youth information, youth work and the prevention of youth violent extremism.

ERYICA continued to use its wide-reaching online presence to disseminate the manual, through social media channels (such as Twitter, Facebook, Instagram), emails, the ERYICA website and newsletters. Such a wide array of channels permitted to reach a large audience of stakeholders from all over Europe.