



# Narrative Report Grant Agreement 2024

Ref. no.: GA.DGII.49.2024





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## Introduction

Since 1997, the Council of Europe and ERYICA have been cooperating in the framework of a Partnership Agreement that is maintained through the work of the Joint Coordinating Committee (JCC). This partnership aims to **foster and develop European cooperation in youth information and counselling**, especially by organising training activities and developing resources for professionals in the field of youth information and counselling. ERYICA is also an observer at the CDEJ (European Steering Committee for Youth) and at the Advisory Council on Youth.

The Partnership's activities in 2024 fall in line with the priorities of the CoE Youth Sector, notably:

- Revitalising pluralistic democracy: youth participation in decision-making and active citizenship are among the aims of ERYICA and youth information and counselling as well, therefore all the listed activities implicitly support the realisation of this priority.
- Access to rights: access to information is the prerequisite of access to rights, therefore it is a fundamental priority of youth information and counselling too.
- Living together in peaceful and inclusive societies: combating all forms of racism and intolerance, and specific work with communities of young people structurally and disproportionately affected by such phenomena are also among the aims of youth information and counselling, and youth work in general. The webinars and the eLearning course addressed this priority in particular.

The initiatives also complete the youth policy criteria as established by the Council of Europe and listed in the [Self-assessment tool for youth policy](#), such as youth policy facilitates the provision of relevant youth-friendly information, and access of all young people to it, both offline and online.

The present report details the **implementation of the Partnership Agreement for the year 2024**. The programme had online activities in its focus, capitalising on the successful implementation of online activities since the necessary introduction of such events due to the Covid-19 pandemic. However, the plans made in the end of 2023 already included the return of face-to-face activities. Besides online trainings and opportunities, the European Youth Information Quality Label Task Force resumed a partial face-to-face operation, and a presential seminar on the topic of mental health was also expanded due to the support of the Grant Agreement.



As youth information providers, ERYICA and its members are well aware of the positive impact that quality, youth-friendly information can have on young people's participation and access to rights. Therefore, ERYICA envisaged all the activities under the Partnership Agreement in line with these, as well as with the Council of Europe [Recommendation CM/Rec\(2019\)4](#) on supporting young refugees in transition to adulthood, [Recommendation CM/Rec\(2016\)7](#) on young people's access to rights, [Recommendation CM/rec \(2015\)3](#) on Access of young people from disadvantaged neighbourhoods to social rights, and [Recommendation CM/Rec\(2010\)8](#) on youth information. This report describes their implementation over the year 2024.

## Objectives

The objectives of the Grant Agreement for 2024 can be summed up as follows:

### **1. Hosting webinars to facilitate knowledge-sharing and interactive discussions on key topics for the youth information sector**

ERYICA aimed at facilitating the exchange of innovative solutions and best practices in two distinct areas closely aligned with the core objectives of the Partnership Agreement, namely:

- Information, disinformation, and democracy: exploring informed youth participation in democratic processes.
- Youth information and AI: Understanding AI and its impact and role in youth information provision.

### **2. Providing eLearning opportunities, enabling professionals to enhance their skills and expertise**

ERYICA proposed holding a [JIMMY eLearning course](#), in order to develop new skills in the field of youth information and counselling for youth workers or other professionals working with young people.

### **3. Expanding participation in a youth mental health seminar to include youth information providers from additional Council of Europe member states**

A seminar on mental health literacy in youth information work was set out to be extended, with the goal of making it accessible to professionals from a broader spectrum of Council of Europe Member States.

### **4. Continuing to advance the implementation of the European Youth Information Quality Label, with the invaluable support of its Task Force**

The proposed activities to disseminate and develop the European Youth Information Quality Label were manifold, namely:

- Starting the operation of a new European Quality Label Task Force, with a 3-year mandate;
- Organising two application rounds and two online info sessions;
- Conducting two meetings of the European Quality Label Task;
- Organising an award ceremony and providing visuals for Label holders;
- Giving visibility to good practices, high-quality youth information, and counselling services



through a label dissemination and promotion strategy.

## **5. Promotion of CoE-ERYICA partnership resources**

The distribution of already existing resources was set out to continue. This included the Liaisons manual, the Youth Information in 2020 booklet, the brochure Ensuring Quality in Youth Information and Counselling, the Compendium on national youth information and counselling structures, the Info-rights Kit, and the Youth Information Starter Kit.

## Activities under the Grant Agreement

### 1. Hosting webinars to facilitate knowledge-sharing and interactive discussions on key topics for the youth information sector

According to the plans formalised in the Grant Agreement, ERYICA organised and held two webinars over the course of the year, on the agreed topics. These were the following:

- **Democracy in Action: Empowering youth through information – 17 April 2024**

The webinar about mental health and wellbeing has been organised and recorded on 17 April, the European Youth Information Day. Invitations were sent a couple of weeks before the D-Day. The webinar's title was **Democracy in Action: Empowering youth through information**.

#### Programme:

11. - 11.10	Imre Simon (facilitator)	Welcome speech and introduction of speakers
11.10-11.20	José Herrera	Keynote speech
11.20- 11.35	Sanja Vuković	Role of YIW in local communities which host/ integrate migrants and war refugees
11.35-11.50	Liveta Kazlauskaitė	Youth information demands from young Ukrainian migrants
11.50-12.05	Milos Blagojević	Good practices and activities for youth workers to help ease tensions
12.05-12.20	Imre Simon	Q&A
12.20-12.30	Imre Simon	Closing thoughts



## Participants:

56 persons registered for the webinar.

**Total Registrants: 56**

**Approved: 56 Denied/Blocked: 0**

## Recording:

The session is available via the following link: <https://www.youtube.com/watch?v=HfLIX6G-bDs>

- **Exploring the Intersection of Youth Information and Artificial Intelligence – 4 December 2024**

The webinar with the title **Exploring the Intersection of Youth Information and Artificial Intelligence** has been held and recorded on 4 December 2024, between 10:00-11:30 a.m. CET.

## Concept

As the world becomes increasingly digitalised and interconnected, the use of artificial intelligence (AI) is becoming more prevalent in various sectors, including youth information and counselling services. AI has the potential to revolutionise how young people access and engage with information, offering personalised and efficient solutions to their needs. However, the integration of AI in youth information services also raises questions about ethical considerations, privacy concerns, and the potential impact on the quality of information provided. This webinar aimed to provide valuable insights and resources for youth information providers to enhance their services and better support young people in an increasingly digital world.

## Objectives:

1. To explore the current landscape of AI in youth information services and its potential benefits and challenges.
2. To discuss best practices and guidelines for the ethical use of AI in youth information services.
3. To showcase examples of successful implementation of AI in youth information services.
4. To encourage collaboration and knowledge-sharing among youth information providers on the use of AI.
5. To consider ethical considerations and challenges posed by the use of new technology.





## Contents

The webinar consisted of expert speaker(s), interactive Q&A sessions and case studies highlighting successful examples of AI implementation in youth information services. ERYICA invited experts from both the CoE and ERYICA sides, as well as external experts, to contribute to the event. Facilitator and tech support were provided by the ERYICA Secretariat.

## Target group

The webinar was open to representatives of youth information and counselling organisations, institutions and services, researchers, policymakers and other stakeholders interested in the intersection of youth information and artificial intelligence.

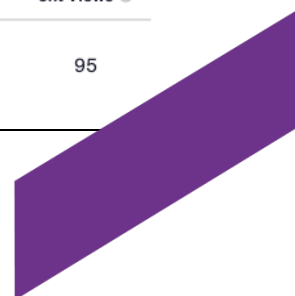
## Registration

Registration took place on ERYICA's Zoom platform, just like the webinar itself. Attendance was free of charge.

## Participants

The event summoned a high number of participants. Including the speakers, 183 people registered and out of this, 103 participants attended the webinar (+9 panelists).

Date	Time	Topic	Webinar ID	Unique Viewers <sup>ⓘ</sup>	Total Users <sup>ⓘ</sup>	Max Concurrent Views <sup>ⓘ</sup>
<input checked="" type="radio"/> Dec 4, 2024	09:44 AM	Exploring the Intersection of Youth Information and Artificial Intelligence	815 0179 2012	103	150	95





## Programme:

- 10:00 - 10:15      **Opening and welcome** – Natalja Turenne, Council of Europe & Tanja Herceg, ERYICA
- 10:15 - 10:40      **Keynote:** How AI is shaping the future of information provision for young people – Dāniels Liecis, [Club "The House" – Youth for a United Europe](#), Latvia
- Questions & answers
- 10:40 – 10:50      **Good practice examples from the ERYICA network**
- Facilitating Artificial Intelligence Technology in Youth Work – Gazmir Kadriu, Udruga Impress, Croatia
- 10:50 - 11:00      Potential of AI-integrated youth information practices – Dubravko Šopar, Udruga Impress, Croatia
- 11:00 – 11:05      Teaser of the AI Youth Navigator project – Günter Bressau, Jugendagentur gGmbH Baden-Württemberg, Germany
- 11:05 – 11:15      **Challenges and ethical considerations** – Emili Khachatryan, CoE Advisory Council on Youth
- 11:15 – 11:30      Questions and discussion
- 11:30                 Closing

## Recording:

The recording of the session is available via this link: <https://youtu.be/QBsZf4fa3DA>



## 2. Providing eLearning opportunities, enabling professionals to enhance their skills and expertise

A **JIMMY – Youth Information Mediator** training course was organised and took place from 7 October to 8 November 2024. An additional half a week was given to the participants for the last area completion.

### Description of the Training

The JIMMY course is designed to develop skills in youth information and counselling for professionals working with young people, such as youth workers, deans, mentors, and tutors. It equips participants with the knowledge to answer common questions from young people, introduces them to key information reference materials, and teaches a specialised interview method used in youth information work.

The **aim** of the JIMMY course is to:

- to promote youth information in other sectors of youth work.
- to develop partnerships between youth workers and youth information centres.
- to provide a tool for youth workers to deliver basic youth information.
- to enhance the quality and accessibility of information for young people.
- to improve youth information services via feedback gained from youth work.

For more information about the course and its contents, visit:

<https://www.eryica.org/training/jimmy>

**The update:** An ERYICA-certified trainer updated the training course before the delivery. The trainers also adapted some tools and activities during the course to enhance engagement and foster collaboration. A consultant (also an ERYICA certified trainer) prepared trainer and shadow trainer guidelines for the course, which were put into practice by the trainers' team.

**The Trainers Team:** The course was delivered by two experienced trainers (Portugal and Estonia) and supported by two shadow trainers (Spain and Bosnia and Herzegovina).

## Participants

The course had 23 participants from 14 countries, including Albania, Bosnia and Herzegovina, Cyprus, Malta, France, Spain, Croatia, Moldova, Italy, the United Kingdom, Slovakia, Estonia, Ireland, and Serbia. Of these, 12 participants successfully completed the course and received ERYICA certification.

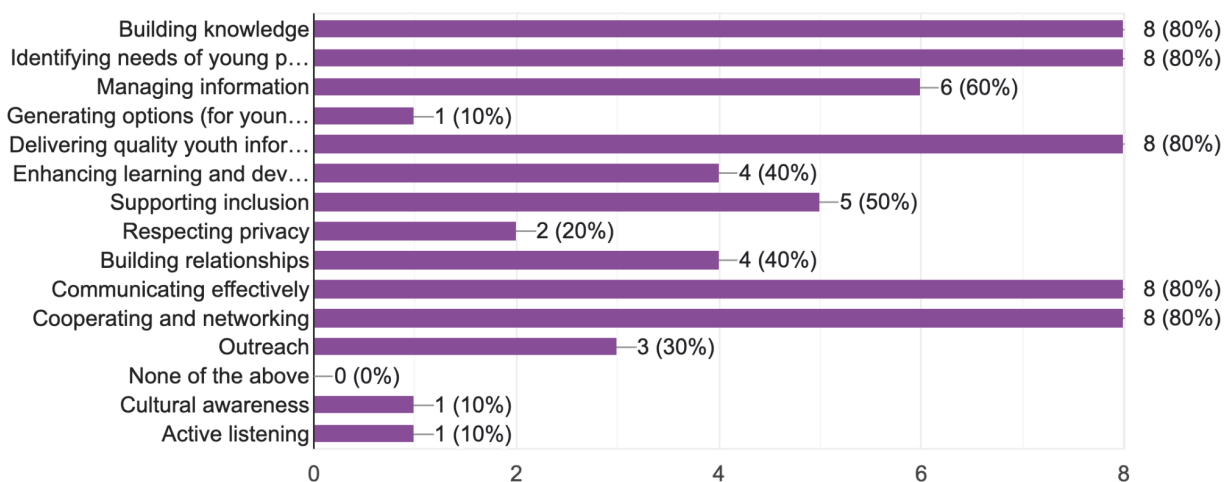
## Participants' Feedback

**Key Learnings and Application in Work:** Participants reported gaining valuable insights into youth information work, particularly in understanding young people's needs and providing accurate information. Core concepts like the European Youth Information Charter and active listening techniques were highlighted as essential tools. Many participants indicated they would apply these learnings by tailoring resources and communication strategies to engage young people in their respective countries better.

Competencies developed during the training:

### 2. Which of the following competencies have you developed during the course? Tick all that apply

10 responses



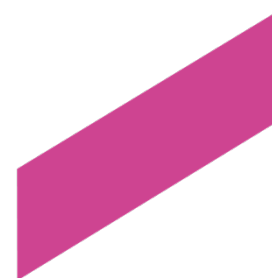


**Positive Aspects of the Training:** The course structure, content, and interactive elements, such as group activities and the variety of learning formats (videos, audio messages), were highly praised. The open accessibility of the eLearning platform allowed participants to manage their learning pace effectively. Participants valued the opportunity to interact with peers across Europe, enhancing their understanding of youth information work in diverse contexts.

**Additional Comments:** Participants expressed overall satisfaction with the course, with several suggesting the inclusion of in-person meetings or the development of tools to help organise youth information. The course was commended for fostering creativity and problem-solving skills, and participants felt more confident in their ability to support young people as a result.

## Conclusion

The JIMMY 2024 training course was well-received by both trainers and participants, with positive feedback on the structure, content, and interactivity. Participants felt empowered to apply what they had learned in youth information work, and constructive suggestions were provided to further enhance future iterations of the course. The course continues to contribute meaningfully to the professional development of youth workers across Europe and aligns with ERYICA's goals of improving youth information services.



### 3. Expanding participation in a youth mental health seminar to include youth information providers from additional Council of Europe member states

#### Format

The **seminar on Young People's Mental Health** was on one hand part of ERYICA's YIMinds project, as an **opportunity to share the resources** on mental health produced by the project. The latter was based on research on mental health literacy amongst youth (information) workers, and its main outputs were a Mental Health Literacy in Youth Information Work Guidebook, an online campaign against stigma, a podcast, a recommendations on young people's mental health for stakeholders and a resilience toolkit for young people.

On the other hand, the occasion was seen as an opportunity to **have interaction with the target audience**: the importance of sharing good practices, as well as the input from the Council of Europe and the Advisory Council on Youth were valued. A panel discussion with a youth information worker, a young person, a psychologist and a Member of the Advisory Council on Youth (who eventually could not join because of sickness) was planned to have the opportunity to let relevant stakeholders cross their perspectives on the topic of young people's mental health. The CoE grant also made it possible to enlarge the event and welcome a higher number of participants, which was particularly beneficial for this second aim, interaction with the target audience.

The seminar took place on 10 September 2024 at the Muntpunt Library in Brussels. Thanks to the grant provided by the Partnership Agreement, the number of its **participants were increased** to 52: 32 from Belgium and 20 from other European countries (Luxembourg, Austria, Cyprus, Slovakia, Estonia, Spain, Slovenia, Greece and Poland). The target audience was youth (information) workers across Europe.

#### Audience Engagement and Participation

The morning plenary session paid particular attention to participation and the exchange of thoughts, insights and good practices by participants. QR codes leading to helpful resources on mental health on ERYICA website were pinned in different places on the walls of the room, to invite participants to check the production during coffee breaks, lunch break, or during the presentations. It was an easy, modern and environment friendly way of spreading the outcomes. The afternoon was dedicated to two workshops to provide practice and not only theory.

## Programme

- 9.00 **Welcoming participants**
- 9.30 **Welcome speech and introduction of speakers** - Diamando Zisimopoulou (Cyprus Youth Council)
- 9.35 **Presentation of the outcomes of the project** - Charlotte Simon (ERYICA) and Victoria de la Hoz (CRIDJ Madrid)
- 10.05 **Presentation on specific data on mental health in the youth sector from the project outcomes** - Kadri Koort-Kauniste (Harno)
- The need to have a protocol for urgent cases
  - Young people's need to talk about a safe place and environment to talk about their mental health
  - Self-care and well-being of the youth (information) workers
- 11.05 **Coffee break**
- 11.20 **Panel discussion on young people's mental health in the youth sector** - Senne Misplon (De Ambrassade)
- With Eric Kora (Psychologist) Anna Knobbout (Bureau Member of the Advisory Council on Youth - Council of Europe), Lara Liebertz (Director of JugendInfos Ostbelgien and Board Member of ERYICA) and Noura Kaddaoui (volunteer for the Flemish Youth Council)
- 12.20 **Lunch break**
- 13.20 **Workshop 1: Playingfield of Mental Wellbeing** - By Senne Misplon and Aagje Rottiers (De Ambrassade)
- 14.50 **End of workshop // change rooms**
- 15.10 **Workshop 2: Stress management and resilience** - By Ioanna Noikou (IASIS)
- 16.40 **End of the workshop**, everyone comes back in the main room, Mallemunt
- 16.55 **Plenary closure** of the seminar Diamando Zisimopoulou (Cyprus Youth Council)



#### 4. Continuing to advance the implementation of the European Youth Information Quality Label, with the invaluable support of its Task Force

The European Youth Information Quality Label continued growing in 2024. A proof of quality youth information, the Label was awarded to **6 new organisations** in 2024. These are:

- LiJOT – Lithuanian Youth Council (Lithuania);
- SKUC (Slovenia);
- FIJWB – Fédération InforJeunes Wallonie-Bruxelles (Belgium);
- Directorate General for Youth of the Region of Madrid (Spain);
- Harno – Education and Youth Authority (Estonia);
- zeTT Youth Information Centre (Germany).

Besides, the national labelling commission of Ireland awarded the Label to **5 local youth information centres** in the country.

In order to achieve this, the Quality Label Task Force met 3 times in 2024, at the following dates:

- 22 January (online): forming of the newly mandated Task Force for a 3-year mandate;
- 11-12 April (EYC Budapest): assessment of the applications received for the spring deadline and preparation for the 3-year reviews;
- 14 November (online): assessment of the applications received for the autumn deadline and revision of the communication strategy.

The tradition of holding **online info sessions** before each application deadline also continued. The two info sessions were held at the following dates:

- 5 February;
- 8 October.

These were followed by the **two application deadlines**, 2 April and 31 October.



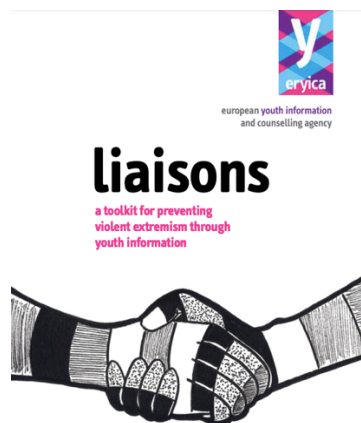
Another tradition that has been kept was the **award ceremony** at the ERYICA General Assembly, where new awardees of the Label were formally granted this quality seal during a representative event. The ceremony also served as an occasion to award an ERYICA recognition to the former Head of the Youth Department of the Council of Europe, Antje Rothmund and a former President of ERYICA, Jaana Fedotoff. The preparations for this procedure included the design and manufacturing of a range of awards and visuals, including physical ones.

All in all, the European Youth Information Quality Label remained a major pillar of the CoE-ERYICA Partnership Agreement and welcomed more Label holders this year.

## 5. Promotion of CoE-ERYICA partnership resources

The following publications, conceived in the framework of the Partnership Agreement, have been further promoted and disseminated in 2024:

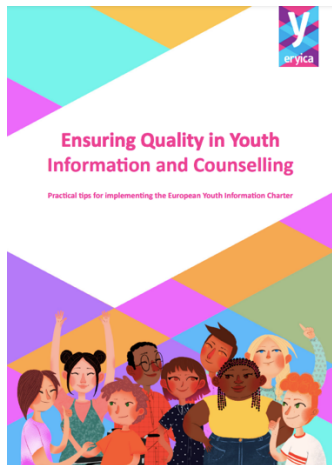
- Liaisons: <https://www.eryica.org/publications/liaisons>



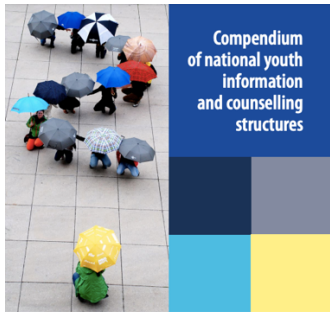
- Youth Information and Counselling in 2020: <https://www.eryica.org/publications/yi-2020>



- Ensuring Quality in Youth Information and Counselling: <https://www.eryica.org/publications/charter-brochure>



- Compendium on National Youth Information and Counselling Structures: <https://www.eryica.org/publications/compendium-on-national-youth-information-and-counselling-structures>



- Youth Information Starter Kit: <https://www.eryica.org/publications/starter-kit>



- Ukrainian Displaced Youth: Identifying Information Needs and Aspirations: <https://www.eryica.org/publications/ukrainian-displaced-youth>





The dissemination took place at various events, including the Symposium on young people, climate crisis and sustainability of the Youth Partnership. The dissemination channels included both face-to-face and online environments.

## Conclusion

For another year, the valuable support of the Council of Europe meant that ERYICA continued offering and developing a range of services and tools in the field of youth information and counselling. Two webinars and a seminar, an eLearning course, the continuation of the Quality Label and the dissemination of publications constituted the backbone of these activities.

The results of this year's cooperation would have not been achieved without the support of the Council of Europe. This long-standing commitment and mutually positive collaboration between the two organisations are a source of great developments in youth (information) work for service providers in whole Europe. ERYICA highly esteems the partnership and distinct cooperation with the Youth Department.

## List of Annexes

The following annexes are provided to the present report:

- Annex 1 – Financial report 2024
  - Annex 1.1 – Staff costs declaration
  - Annex 1.2 – Staff costs - supporting documents
  - Annex 1.3 – Invoices and proofs of payment
  - Annex 1.4 – Credit advice slip (prepayment):
- Annex 2 – Webinars
  - Annex 2.1 – Democracy in Action webinar
  - Annex 2.2 – Democracy in Action webinar agenda
  - Annex 2.3 – AI webinar call & programme
- Annex 3 – JIMMY eLearning course
  - Annex 3.1 – Call for JIMMY update
  - Annex 3.2 – Call for participants
- Annex 4 – Ylminds seminar on mental health
  - Annex 4.1 – Ylminds seminar agenda
- Annex 5 – Quality Label Task Force
  - Annex 5.1 – Report of meeting 10
  - Annex 5.2 – Report of meeting 11
  - Annex 5.3 – Report of meeting 12

We will be happy to provide any further information or documentation upon request.

Done in Luxembourg, on 12 December 2024

A handwritten signature in blue ink, appearing to read 'Tanja Herceg'.

Tanja Herceg

Acting Director, ERYICA