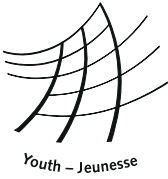


# The Council of Europe Quality Label for Youth Centres





# **THE COUNCIL OF EUROPE QUALITY LABEL FOR YOUTH CENTRES**

Promoting Council of Europe values, youth policy  
and youth work standards in Europe

An initiative of the European Steering Committee  
for Youth

The initiative "The Council of Europe Quality Label for Youth Centres" is part of the intergovernmental co-operation programme of the Council of Europe's youth sector.

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# INVOLVING YOUTH CENTRES IN THE YOUTH POLICY & YOUTH WORK OF THE COUNCIL OF EUROPE

The promotion of the educational philosophy and approaches practised in the European Youth Centres in member states of the Council of Europe and beyond has been a priority for the Directorate of Youth and Sport since the 1990s. The name changed in 2011 to Youth Department and is part of the Directorate of Democratic Citizenship and Participation. Over the years, numerous member states have offered to host a European Youth Centre in their country, but the Council of Europe has not been able to take on the management and costs of further European Youth Centres, in addition to those in Strasbourg and Budapest. At the same time, the Council of Europe youth sector is interested in supporting initiatives of public authorities that are inspired by and committed to the educational and political philosophy of the European Youth Centres.

We will intensify our efforts to empower young people to actively participate in democratic processes so that they can contribute to the promotion of our core values. The Council of Europe Youth Centres and the European Youth Foundation are important instruments to this effect...

The Council of Europe will further develop its unique position in the youth field.

3rd Summit of the Heads of State and Government of the Member States of the Council of Europe, Warsaw, 2005, from the Action Plan

In 2008, the European Steering Committee on Youth (CDEJ) adopted a project to promote the European Youth Centres of the Council of Europe as standard-setting instruments and examples of good practice for youth policy. This project aims at knowledge sharing and networking among youth centres across Europe. It consists of two main components:

- a Council of Europe Quality Label for Youth Centres, to be awarded to youth centres that meet the standard
- an annual meeting of a European Platform of Youth Centres to ensure networking among centres recognised with the label and those aspiring to its acquisition.



The Council of Europe Quality Label and the European Platform of Youth Centres represent

- an opportunity for existing or planned youth centres in signatory states of the European Cultural Convention to subscribe to the values and youth policy priorities of the Council of Europe
- a means of encouraging quality development among youth centres on the basis of established standards for educational and policy approaches within the youth sector of the Council of Europe
- an opportunity for international networking and exchange between residential educational youth centres and their stakeholders
- a mechanism for the promotion of quality standards in non-formal education and international youth work.

The European Youth Centre ... shall be an educational establishment of the Council of Europe and a knowledge base on Youth Affairs, in particular Youth Policy and Youth Work, as well as emerging youth phenomena. As an instrument for the participation of European Youth in the building of Europe it shall contribute to implementing the youth activities programme of the Council of Europe.

From the statute of the European Youth Centres

## ***The European Youth Centres of the Council of Europe***

The European Youth Centres in Budapest and Strasbourg are the backbone of the Council of Europe's youth sector. They serve as educational laboratories for the development of quality standards for youth work and focal points for innovation in youth policy development. Through the European Youth Centres, the Council of Europe offers young people, and the formal and less formal structures of youth civil society across continental Europe and further afield, high level educational support, protected physical spaces and residential facilities, and access to all other sectors of the Council of Europe, for exploring their issues of concern, for advocating on their own behalf, and for becoming actors of social change. The work programme of the European Youth Centres is a unique combination of policy development, training, research and educational innovation. They are centres of excellence and a central pillar of the reputation of the Youth Department of the Council of Europe as a standard setter in the youth sector.



The European Youth Centres' approach to the multiplication of key human values among young people remains unique in the international youth sector and among equivalent international institutions. In nearly 40 years of operation, they have succeeded in creating communities of practice and commitment to Council of Europe values. Through the residential nature of their activities, the European Youth Centres can achieve what is not possible through financial support in the form of grants alone: the European Youth Centres mark biographies and make memories, they create sustainable networks and co-operation, and they engage in development and build consolidated knowledge. This knowledge serves as a reference point for the youth policies and programmes of the member states of the Council of Europe and other countries, of other international institutions, notably the European Union and the United Nations, and of non-governmental partners in the international youth sector.

### **European Youth Centres**

The European Youth Centres (EYCs) in Strasbourg and Budapest are permanent structures for the implementation of the Council of Europe's youth policy. They are international training and meeting centres with residential facilities, hosting most of the Council of Europe's youth sector's activities. They provide a flexible and modern working environment for international activities, especially non-formal educational activities with young people, with meeting rooms equipped for simultaneous interpretation, and with libraries, audio-visual and computer facilities. The staff includes an "in-house" educational advisory team that provides educational and technical support in preparing, running and following up activities. The Council of Europe finances many of the Centres' activities. Governments, non-governmental organisations and services with an interest in or responsibility for youth affairs can use the centres for their activities on a self-financed basis. The EYCs act as laboratories for the development of innovative approaches to value-based non-formal education with young people, and aim to train multipliers in the values of the Council of Europe. They produce their own educational materials and curricula in the areas of human rights education, intercultural learning and anti-racism education, education for democratic citizenship and global education. A key aspect of their work is to promote the value of international co-operation amongst young people, their representative organisations and a variety of youth structures. In this way, the EYCs promote the exchange of knowledge and good practice among professionals in the youth sector at the national and international levels.

Adapted from: [http://www.coe.int/t/dg4/youth/Coe\\_youth/Structures\\_en.asp](http://www.coe.int/t/dg4/youth/Coe_youth/Structures_en.asp)



# SPECIFICITY OF THE EUROPEAN YOUTH CENTRES

The standard that the Council of Europe Quality Label for Youth Centres represents is informed by a quality concept that has been established over many years through the practice of the European Youth Centres in Strasbourg and Budapest. This quality concept covers all aspects of the policy, programme, infrastructure, management and administration of the centre. It can be best expressed and understood through the five specific areas of what the European Youth Centres of the Council of Europe do and of how they do it:

## 1. Value education

- The activities of the European Youth Centres promote identification with and commitment to the values of the Council of Europe through non-formal education with young people.

## 2. Multiplication of social impact

- The activities of the European Youth Centres aim to support young people to become actors of social change and not only their individual advancement and development.

## 3. Influence on youth policy

- The European Youth Centres promote and host standard-setting activities in fields important to youth policy from the European level to the local level; intensive co-operation of youth work practice, youth research and youth policy is encouraged.

## 4. Knowledge development and educational innovation

- The European Youth Centres act as laboratories for innovation in youth work and for the creation of knowledge about young people and how to work with them through value education. Knowledge development and innovation capacity is ensured through a team of in-house educational staff.

## 5. International co-operation

- The European Youth Centres provide professionals and volunteers of the youth sector with the opportunity to exchange and learn across national boundaries.





## **ADDED VALUE OF THE QUALITY LABEL FOR CANDIDATE CENTRES**

**What do interested youth centres stand to gain if they go through the process of acquiring the Council of Europe Quality Label for Youth Centres and maintain the standards promoted?**

### **Quality Development**

Candidate centres can use the process of acquiring the label to improve the quality of their offer to young people and the youth sector in their country. Public authorities that wish to establish youth centres can use the acquisition of the quality label as a guide to establish their centre in line with Council of Europe standards. Such quality development is self-paced, because the candidate centre decides how fast it can achieve the standard. In support of this quality development process, the Council of Europe can provide the candidate centre with expert input in relation to the conceptual and practical development of youth policy and youth work, and specific advice on the development of the infrastructural, managerial, administrative and educational quality of youth centres whose main mission is value education with young people.

### **Training and Resources**

Candidate centres can count on some specific support measures. For example, they have the opportunity to participate in the annual meeting of the European Platform of Youth Centres, their staff can participate in Youth Department (YD) training activities, they have access to the educational materials of the YD for internal use and dissemination, and they have access to copyright for translations of such materials that are provided.

### **Networking**

The process to acquire the label will bring candidate centres into contact with an elaborate infrastructure for international networking among professionals and structures of the youth sector in Europe and further afield. On the one hand, centres will have access to participation in relevant international activities for exchange and knowledge sharing, particularly the European Platform of Youth Centres. On the other, they will be supported in making connections with other structures that have successfully acquired the label that can advise them.



In addition, candidate centres will have access to the Youth Department's extensive European network of experts in training, youth policy, youth research and youth work.

### **Visibility and Prestige**

The acquisition of the Council of Europe Quality Label for Youth Centres provides centres with international, institutional recognition and legitimation for their work, given the Council of Europe's institutional relationships, its history of standard setting, and the moral authority of its philosophy of youth work and policy. This can help centres to access recognition at home and abroad, and may help them to access support and resources to fulfil their mission. In addition, acquiring the quality label gives the centre concerned the right to use its visual identity, including relevant logos and publicity materials.



## CRITERIA FOR ACQUIRING THE LABEL

Acquiring the Council of Europe Quality Label for Youth Centres takes place on the basis of a **qualitative assessment**. It is hoped that the criteria will give youth centres already in operation the impetus to improve their offer to young people and the youth sector. For youth centres in the planning stages, and yet to be established, it is hoped that the criteria can act as a guide and work plan.

### Eligibility criteria

Criteria 1 to 5 are general pre-conditions for the acquisition of the label and are considered to be eligibility criteria.

The centre must:

- have, as its primary mission, the aim to serve the youth sector and young people
- promote international co-operation within the youth sector
- have a clear mandate from public authorities
- have in-house educational staff working to support the activities
- have accommodation facilities within one campus with the working facilities.

These criteria are detailed on pages 11-13

It is important to note that tourist and holiday centres, centres without a primary educational mission, youth hostels, youth centres that are independent of public authorities, and for-profit commercial establishments are, from the outset, excluded.

### Additional criteria

Once the eligibility criteria are met, the centre must then meet certain criteria which are described on pages 14-19. As reality is different from country to country there is a certain flexibility in the interpretation of these criteria. As will become clear in the following, "indicators" will serve as a guide for the assessment of the extent to which these criteria are met by a given candidate centre.



**Eligibility criterion 1:**  
**The centre has, as its primary mission,**  
**the aim to serve the youth sector and young people**

**Conditions needed to be fulfilled**

- 1.1 The primary focus of the centre's programme is young people and those working with and for young people
- 1.2 The majority of the educational activities in the centre correspond to the profile of non-formal education
- 1.3 The centre is involved in training multipliers engaged in non-formal education with young people.

**Non-formal Education**

Non-formal education is a purposeful but voluntary educational process that takes place in diverse settings where learning is not necessarily their only activity. These settings may be intermittent or transitory, and the activities may be staffed by "paid" learning facilitators (such as youth trainers) or by volunteers (such as youth leaders). The activities are planned, but may not be organised according to conventional curricula. They often address specific groups. They document and assess learning achievements in non-conventional ways.

Non-formal educational activities can be characterised as

- voluntary
- accessible to everyone (ideally)
- organised processes with educational objectives
- participatory and learner-centred
- about learning life skills and preparing for active citizenship
- based on involving both individual and group learning with a collective approach
- holistic and process-orientated
- starting from the experience of the participants

Adapted from Siurala, Lasse (2005): European Framework for Youth Policy and Compass – A Manual for Human Rights Education with Young People ([www.coe.int/compass](http://www.coe.int/compass))



***Eligibility criterion 2:  
The centre promotes international co-operation  
within the youth sector***

**Conditions needed to be fulfilled**

- 2.1 The centre hosts and promotes international and multi-lateral activities
- 2.2 The centre can demonstrate that it is involved in wider European / international co-operation frameworks of the youth sector
- 2.3 The centre makes efforts to multiply good practices from the international level (Council of Europe, European Union, United Nations, specific networks) and spread the knowledge and values through training and promotional activities at national, regional and local levels.

***Eligibility criterion 3:  
The centre has a clear mandate  
from public authorities***

**Conditions needed to be fulfilled**

- 3.1. The centre can provide evidence that it is supported by public authorities. Evidence should be a bill, decree or other official document establishing the centre or showing the support by a local, regional or national authority
- 3.2 The centre has a mandate from public authorities to apply for this Council of Europe Quality Label for Youth Centres
- 3.3 The centre has structured links and communication mechanisms with the public authorities responsible for youth policy. Evidence should be a contract, support letter or another official document giving evidence of a structured relationship.



***Eligibility criterion 4:  
The centre has in-house educational staff  
working to support the activities***

**Conditions needed to be fulfilled**

- 4.1. The centre has at least one internal educational staff member responsible for ensuring conceptual coherence, quality assurance, and support for activities, including those run by external educational staff
- 4.2. The centre's educational staff team is adequately large for the number and volume of activities run
- 4.3. The centre can demonstrate the competence of its educational staff for value-based, non-formal educational activities with an international dimension.

***Eligibility criterion 5:  
The centre has accommodation facilities  
within one campus with the working facilities***

**Conditions needed to be fulfilled**

- 5.1. Centres have the capacity to provide board and lodging on one campus. Living together is an integral part of the educational concept / process
- 5.2. Centres' facilities are such that the group does not have to move to another venue outside the campus for social activities, sleeping, and so on:
  - Accommodation is provided indoors with suitable basic hygiene facilities
  - Accommodation in tents and campsites is not eligible
  - Rented space does not qualify
- 5.3. The centre's accommodation capacity is adapted to the organisation of international study sessions or similar activities (i.e. to accommodating approximately 35 participants).



### **Criterion 6:**

## ***The centre offers a tolerant and safe working environment respectful of diversity and human dignity***

### **Indicators**

- 6.1 The centre demonstrates coherence of deed and action in relation to the values of the Council of Europe through its working practices and structural make-up
- 6.2 The centre is accessible to young people with special needs, both in terms of programming as well as physical means
- 6.3 The centre actively pursues an environmentally-friendly approach
- 6.4 The centre can provide documentary evidence that national standards are being respected with regard to fire security, work safety, accessibility and health and hygiene.

### **Criterion 7:**

## ***The centre offers appropriate working conditions for activities of the youth sector***

### **Indicators**

- 7.1 The centre offers flexible and adequate working conditions for activities using non-formal education methodology and an atmosphere suitable and favourable to international activities
- 7.2 The centre's staff understand how non-formal education works and that their role is to support the activities.



### **Criterion 8:**

## ***The centre provides minimum infrastructure suited to international activities with diverse groups of participants***

### **Indicators**

- 8.1 The working conditions in the centre are suitable to different formats of activities, interactive methodology activities as well as seminars, conferences and policy meetings
- 8.2 The centre can provide solutions for groups who wish to work with simultaneous interpretation
- 8.3 Key staff (management, reception, education, security) have foreign language competencies (especially English or French). Language courses should be provided in order to improve the skills of those who do speak languages, and for those in the team who start from scratch.

### **Criterion 9:**

## ***The centre contributes to the development of the quality of youth work***

### **Indicators**

- 9.1 The centre regularly implements evaluation as a basis for learning and self-improvement
- 9.2 The centre is developing new and innovative youth work models
- 9.3 The centre exchanges information with other actors of the youth sector on the content and quality of their work, and with professionals and volunteers involved in youth work development at national and international levels
- 9.4 The centre produces its own educational materials and disseminates these to the youth sector nationally and internationally.





## **Criterion 10:**

***The centre ensures the involvement of young people, youth organisations and associations in the development of their concepts and programmes***

### **Indicators**

- 10.1 The centre takes into account the situation and concerns of young people in the development of its programme
- 10.2 The centre is an ally for youth civil society in advocating for decision makers and power holders to take young people's points of view and concerns into account when making and implementing policies
- 10.3 The centre calls on the expertise of youth organisations, associations and structures that have relevant specific competence to enrich certain activities, and considers them as consultants
- 10.4 The centre develops key activities and best practices in a participative manner with young people, youth organisations, associations and structures.

### **The Work Priorities of the Council of Europe Youth Sector**

#### ***Human rights and democracy:***

- youth policy and youth work promoting the core values of the Council of Europe

#### ***Living together in diverse societies:***

- youth policy and youth work promoting intercultural dialogue

#### ***Social inclusion of young people:***

- policy approaches and instruments benefiting young people and children

Source: Adapted from [www.coe.int/youth](http://www.coe.int/youth)



## **Criterion 11:**

### ***The centre contributes to the orientation of youth policies***

#### **Indicators**

- 11.1 The centre is a location in which a diversity of stakeholders reflect on the implications of youth work for youth policy
- 11.2 The centre is engaged in direct advocacy for sound youth policies, in other words, for a stronger link between the on-the-ground reality of young people and the content of youth policies
- 11.3 The centre has regular exchange on youth policy with the public authorities responsible for youth.

#### **The Council of Europe and its Values**

The Council of Europe is the oldest institution of European co-operation. It is an inter-governmental organisation, covering virtually the entire European continent, with its 47 member countries. Founded on 5 May 1949 by 10 countries, the Council of Europe seeks to develop common and democratic principles based on the European Convention on Human Rights and other reference texts on the protection of individuals throughout Europe. The primary aim of the Council of Europe is to create a common democratic and legal area ensuring respect for its fundamental values: human rights, democracy and the rule of law. These values are the foundations of a tolerant and civilised society and indispensable for European stability, economic growth and social cohesion. On the basis of these fundamental values, the Council of Europe tries to find shared solutions to the major issues and challenges the continent faces, including but not restricted to the violation of human rights, corruption, organised crime, bioethics, violence against children and women, and human trafficking. It seeks to do this through co-operation between all member states. The Council's objectives are:

- to find common solutions to the challenges facing European society
- to promote awareness and encourage the development of Europe's cultural identity and diversity
- to protect human rights, pluralist democracy and the rule of law
- to consolidate democratic stability in Europe by backing political, legislative and constitutional reform.

Adapted from: <http://www.coe.int/aboutcoe/index.asp?page=nosObjectifs&l=en>



**Criterion 12:**  
***The centre promotes the Council of Europe's values***

**Indicators**

- 12.1 The centre's ethos, programme and working philosophy are grounded in the values of the Council of Europe: respect for human rights, democracy and the rule of law
- 12.2 The centre promotes the priorities of the Council of Europe's youth sector by actively addressing human rights education, intercultural learning, youth participation, active democratic citizenship and social inclusion of young people in its activities and working practices
- 12.3 The values of the Council of Europe are reflected in a human rights based code of ethics for the functioning of the centre.



### **Criterion 13:**

#### ***The centre promotes the Council of Europe's programmes***

##### **Indicators**

- 13.1 Council of Europe publications are prominently displayed and available for dissemination to participants and visitors
- 13.2 The staff of the centre know about the relationship to the Council of Europe and can give relevant information about it to participants
- 13.3 The centre promotes the activities of the Council of Europe (e.g. seminars, campaigns, etc.).

### **Criterion 14:**

#### ***The centre has transparent financial procedures and controlling mechanisms***

##### **Indicators**

- 14.1 The centre can demonstrate that relevant financial management and accountability mechanisms in conformity with national tax and not-for-profit regulations are in place.

### **Criterion 15:**

#### ***The centre is service- and client-orientated***

##### **Indicators**

- 15.1 The users / clients of the centre are systematically asked to provide evaluation and feedback about the service delivered by the centre
- 15.2 The centre's management take into account user / client evaluations and feedback to improve the quality of service on an ongoing basis.



## PROCEDURES

Acquiring the Council of Europe Quality Label for Youth Centres takes place on the basis of a **qualitative assessment**. The procedure assumes that the applicant centre is willing to develop the quality of its offer to young people and the broader youth sector in order to meet and maintain the standard represented by the criteria outlined. The Youth Department of the Council of Europe, and the expert group responsible for the quality label, will support the candidate centre in identifying the reflections and actions it needs to make in order to achieve the quality standard.

The procedure to acquire the quality label takes place in several stages:

### 1. Expression of interest

- The candidate centre prepares an expression of interest for the quality label. There is no deadline for submission; expressions of interest are accepted on an ongoing basis. Candidates receive an expression of interest form from the secretariat.

### 2. Assessment of the expression of interest

- The candidate centre's expression of interest is reviewed by the expert group composed of members of the European Steering Committee for Youth, the Advisory Council on Youth, staff of the Youth Department and selected consultants.
- The expert group makes a decision on the initial eligibility of the candidate centre for an exploratory visit in accordance with the pre-conditions outlined above. Candidates that clearly do not fit the eligibility criteria will be informed that the process will not be pursued any further. Candidates that are considered eligible will be contacted to agree on the details of an exploratory visit. Candidates can expect to be contacted about eligibility within three months of the submission of their expression of interest.



### 3. Exploratory visit of the expert group

- The expert group visits the candidate centre to assess how the centre already meets certain criteria and to advise on which criteria require development.
- This assessment takes place in dialogue with the management of the candidate centre through an open discussion on all aspects of the criteria.
- On the basis of the visit, the expert group prepares its interim evaluation report. This report
  - takes stock of the criteria already met
  - recommends whether the centre concerned should further pursue the acquisition of the quality label
  - requests improvements / changes that would allow for the label to be awarded.
- The expert group shares the interim evaluation report with the candidate centre within two months of the exploratory visit.
- The candidate centre communicates any comments or issues it may have with the report to the secretariat.
- The candidate centre formally informs the secretariat of its intention to continue the process of acquiring the quality label in accordance with the recommendations of the interim evaluation report.

### 4. Development phase

- During the development phase
  - the centre makes infrastructural, administrative, managerial and policy improvements in accordance with the recommendations outlined in the interim evaluation report of the expert group
  - staff of the centre may attend YD training courses as appropriate
  - the centre has the opportunity to participate in the next forthcoming meeting of the European Platform of Youth Centres
- The secretariat of the expert group supports the centre during the development phase by consulting and communicating on challenges and progress on a regular basis.
- The management of the centre and the expert group mutually determine the length of the development phase so that the candidate centre has the chance to develop at its own pace.



## **5. Second visit of the expert group**

- At the end of the development phase, when the candidate centre and the expert group both consider that all the necessary improvements have been made, a second visit may be organised to evaluate achievements.

## **6. Award of the quality label**

- On the basis of the exploratory visit(s), the expert group makes its recommendation to the European Steering Committee for Youth (CDEJ) on the award of the quality label to the centre concerned.
- The final decision to award the label is made by the European Steering Committee for Youth (CDEJ) based on the recommendation and report of the expert group. The expert group includes a member of the Advisory Council on Youth (CCJ).
- The award of the quality label takes place at a ceremony during which the centre receives an award certificate and a plaque.



## **MAINTENANCE AND RENEWAL OF THE QUALITY LABEL**

The label is awarded for an initial period of three years, during which the centre is expected to maintain the standards demanded by the criteria. An application for renewal is mandatory after the first three years expire. This application should include documentary evidence of how the quality criteria are being upheld and how other improvements are being made.

A visit of the expert group can be organised to re-evaluate the status quo. In some cases, this may lead to a further development phase before the label is renewed. The label can also be retracted in cases where the centre has departed too far from the criteria (for example, in the case of a change of profile from youth centre to another kind of centre).

## **FINANCIAL CONDITIONS**

The Council of Europe Quality Label for Youth Centres is awarded free of charge to eligible centres. The Council of Europe's inter-governmental programme in the field of youth will cover the majority of costs related to the expert group's participation. Candidate centres are expected to cover board and lodging costs for all evaluation visits of the expert group.





## **RELATIONSHIP WITH THE COUNCIL OF EUROPE**

The award of the Council of Europe Quality Label for Youth Centres does not confer the status of "European Youth Centre of the Council of Europe". The European Youth Centres are institutional structures of the Council of Europe, funded by that institution and subject to all the privileges and constraints of its diplomatic mandate. The centres being awarded the quality label will remain, institutionally and financially, independent from the Council of Europe.

## **FURTHER INFORMATION & CONTACTS**

For further information, please contact the Youth Department of the Council of Europe at:

**Council of Europe Quality Label for Youth Centres**  
Executive Director of the European Youth Centre Budapest  
Zivatar utca 1-3  
1024 Budapest, Hungary  
Tel + 36 1 438 1030  
email: [youthcentres.quality@coe.int](mailto:youthcentres.quality@coe.int)

More information about the Council of Europe, the Youth Department and its European Youth Centres can be accessed at:  
[www.coe.int/youth](http://www.coe.int/youth) and [www.coe.int/eycb](http://www.coe.int/eycb)



## GLOSSARY OF TERMS

**Active citizenship:** Active citizenship stands for the active participation of citizens in economic, social, cultural and political life. In the youth field much emphasis is put on learning the necessary competences through voluntary activities. The aim is not only to improve the knowledge, but also motivation, skills and practical experience of young people to be active citizens.

**Advisory Council on Youth:** The Advisory Council on Youth (AC) is made up of 30 representatives from youth NGOs and networks who provide opinions and input on all youth sector activities. It is part of the co-management statutory bodies of the Youth Department. It also ensures that young people are involved in other activities of the Council of Europe.

**European Steering Committee on Youth (CDEJ):** In addition to the educational and training activities implemented within the framework of the European Youth Centres of Strasbourg and Budapest and of the European Youth Foundation, the Council of Europe's action in the field of youth is also carried out through inter-governmental co-operation focusing particularly on the development of youth policies in the 50 States Parties to the European Cultural Convention. The promotion of this co-operation, which involves ministries or public administrations in charge of youth Affairs in the different member states, is the main responsibility of the European Steering Committee for Youth (CDEJ), which supervises a programme of activities involving policy makers, youth researchers and youth work practitioners. For more information see:  
[http://www.coe.int/t/dg4/youth/IG\\_Coop/CDEJ\\_en.asp#TopOfPage](http://www.coe.int/t/dg4/youth/IG_Coop/CDEJ_en.asp#TopOfPage)

**Formal education:** Formal education is purposive learning that takes place in a distinct and institutionalised environment specifically designed for teaching / training and learning, which is staffed by learning facilitators who are specifically qualified for the sector, level and subject concerned, and which usually serves a specified category of learners (defined by age, level and specialism). Learning aims are almost always externally set, learning progress is usually monitored and assessed, and learning outcomes are usually recognised by certificates or diplomas. Much formal learning provision is compulsory (school education).



**Human Rights Education:** Human Rights Education refers to educational programmes and activities that focus on promoting equality in human dignity, in conjunction with other programmes such as those promoting intercultural learning, participation and empowerment of minorities. Human rights education includes:

- Promoting awareness and understanding of human rights issues, in order that people recognise violations of human rights (learning about human rights)
- Developing attitudes of respect for human rights, so that people do not willingly violate the rights of others (learning through human rights)
- Developing the skills and abilities necessary for the defence of human rights (learning for human rights).

Some of the issues that human rights education covers are: General human rights, Children, Citizenship, Democracy, Discrimination and Xenophobia, Education, Environment, Gender equality, Globalisation, Health, Human security, Media, Peace and Violence, Poverty, Social rights.

**Informal education:** From the learner's standpoint at least, this is non-purposive learning, which takes place in everyday life contexts in the family, at work, during leisure and in the community. It does have outcomes, but these are seldom recorded, virtually never certified and are typically neither immediately visible for the learner nor do they count in themselves for education, training or employment purposes.

**Intercultural learning:** Intercultural learning is the process of becoming more aware of and better understanding one's own culture and other cultures around the world. The aim of intercultural learning is to increase international and cross-cultural tolerance and understanding. The learning process itself is a constant movement of cultural awareness - from the freedom and comfort of expecting others to be like oneself, to the shock and constraint of one's emotions and projections when they prove not to be. The Council of Europe youth sector is a pioneer in developing intercultural learning as an approach to value-educational work with young people.



**Multiplier:** In the context of the work of the European Youth Centres, a multiplier is a person who receives training or participates in some form of capacity building activity, and who subsequently passes on their new knowledge and experience to others. All the European programmes for young people work with the principle of multiplication, in order to ensure that the knowledge and experience developed through the programme reaches a larger number of young people.

**Not-for-profit cost recovery:** This is a legal status that allows institutions to cover the costs of their operations by receiving income and fees for services rendered (for example, by providing board and lodging to groups) without making a profit. All income has to be spent in the execution of the institution's mission or reinvested into the establishment.

**Professional of the youth sector:** This is a paid member of staff who works for any institution with a youth policy or a youth programme. They can work in any part of the sector - the practice of non-formal education, policy making and implementation, or research. They are referred to as professional because they have decided to make working in the youth sector their profession.

**Residential educational establishment / youth centre:** This refers to any educational establishment or youth centre in which living together is as much a part of the educational concept as working together.

**Social cohesion:** Social cohesion is the capacity of a society to ensure the well-being of all its members, minimising disparities and avoiding marginalisation.

**Statutory bodies of the Youth Department:** The statutory bodies are the governmental and non-governmental committees that make up the co-management system in the Council of Europe's youth sector - the European Steering Group for Youth (CDEJ) and the Advisory Council (AC). Co-management refers to a model of youth participation practised within the Council of Europe youth sector. Representatives of both the governments and the young people decide together on the priorities, main budget envelopes, implementation of the work priorities and the allocation of the resources of the youth activities of the youth sector. For more information, see:

[http://www.coe.int/t/dg4/youth/Coe\\_youth/co\\_management\\_en.asp](http://www.coe.int/t/dg4/youth/Coe_youth/co_management_en.asp)



**Voluntary youth worker / leader:** A voluntary youth worker / leader is an unpaid member of staff of a youth organisation or other youth structure who works with other young people in a position of leadership and / or in educational activities. In terms of training and even qualifications, such voluntary youth workers / leaders can be just as "professional" as paid staff. They are not referred to as professionals because they do this work on a voluntary basis and do not intend to make it their profession.

**Youth Department (YD):** The Youth Department is part of the Directorate of Democratic Citizenship and Participation of the Council of Europe. The Department elaborates guidelines, programmes and legal instruments for the development of coherent and effective youth policies at local, national and European levels. It provides funding and educational support for international youth activities aiming at the promotion of youth citizenship, youth mobility and the value of human rights, democracy and cultural pluralism. It seeks to bring together and disseminate expertise and knowledge about the life situations and aspirations of young Europeans, and how they express themselves.

**Youth participation:** Youth participation is the term used by government agencies, researchers, educators, and others to define and examine the active engagement of young people in non-governmental organisations, civil society, politics, school, the public sphere, governance, community development and many other aspects of their everyday lives and those of the communities in which they live.

**Young people:** For the purposes of the youth policies of both the European Commission and the Council of Europe, young people are those aged between 13 and 30.



**Youth policy:** The purpose of youth policy is to create conditions for learning, opportunity and experience which enable young people to develop the knowledge, skills and competences to be actors of democracy and to integrate into society, in particular playing an active part in both civil society and the labour market. The key measures of youth policies are to promote citizenship learning and the integrated policy approach. Evidence-based youth policies are youth policies that are not only based on political and moral objectives, but also on accurate information on the social situation of young people across society and their changing expectations, attitudes and lifestyles. One important source of information is independent, objective and professional research and statistics. Furthermore, reliable empirical information on the implementation of policies is needed to learn from experiences and further develop goal setting, policy approaches and youth work methods and activities.

**Youth Policy of the Council of Europe:** The approach of the Council of Europe's youth sector to youth policy is one that aims to support young people's participation as citizens and their - often complex - transition to autonomy. In this approach, youth policy combines a multi-dimensional concern with ensuring young people's well-being, providing them with relevant learning opportunities, increasing the probability of their successful integration into society and transition to autonomy, and enabling them to participate in decision making and civil society. This multi-faceted focus on different aspects of young peoples' lives is supported by a set of principles on which sound policy making (youth or other) should be based. Specifically, this policy is reflected in the implementation of the Youth Department's programme "Developing European youth co-operation through youth policy, youth work and non-formal education / learning".



**Youth research:** Youth research is a specialist area of social science that focuses on the life-phase "youth" in all its respects - including what counts as "youth" in the first place. It considers individual development, analyses of the life-course, cultural expression and social change in the way they relate to the youth phase. It seeks to describe the realities of young people and to interpret these in the light of ideas about the youth phase. As a result, it is a multidisciplinary and multidimensional field of research and draws on many theoretical traditions, epistemological perspectives and methodological approaches. European youth research became a distinct specialist field in the early 1990s. Both the Council of Europe and the European Commission have supported the development of this transnational and intercultural scientific community. It seeks to support the development of sound European policies and programmes based on reliable research evidence of the situation, needs and concerns of young people in Europe.

**Youth work:** The main objective of youth work is to provide opportunities for young people to shape their own futures, for their integration and inclusion. Youth work describes any social, cultural, and/or political activity with and for young people that has an educational dimension. Another purpose can be the personal and social emancipation of young people from dependency and exploitation. However, the definitions and practices of youth work are diverse. In some countries, youth work is regulated by law, administered by state civil servants and implemented by paid social and/or pedagogical workers. In others, it remains of an entirely voluntary nature. The difficulty within state systems to adequately ensure universal access of young people to education and the labour market means that youth work also increasingly deals with unemployment, educational failure, marginalisation and exclusion. Much youth work overlaps with the area of social services previously undertaken by the Welfare State, including, therefore, work on education, employment, assistance and guidance, housing, mobility, criminal justice and health, as well as the more obvious areas of participation, youth political activism, cultural activities, leisure activities and sports. Furthermore, youth work often seeks to reach out to particular groups of young people such as disadvantaged youth in deprived neighbourhoods, or immigrant youth including refugees and asylum seekers. Youth work may also be organised around a particular religious tradition.



All terms adapted from  
<http://youth-partnership-eu.coe.int/youthpartnership/glossary.html>,  
[www.coe.int/youth](http://www.coe.int/youth), [www.coe.int/compass](http://www.coe.int/compass), [www.nonformality.org](http://www.nonformality.org), or developed  
for the purposes of this brochure.



## **Promoting Council of Europe values, youth policy and youth work standards in Europe**

The Council of Europe Quality Label for Youth Centres provides an opportunity for youth centres with a structured relationship to a public authority to benefit from the Council of Europe's approach to youth work and youth policy. It offers residential, educational youth centres a framework within which to develop the quality of their offer to young people and the youth sector at their own pace.

The European Platform of Youth Centres ensures networking among centres recognised with the quality label and those aspiring to its acquisition. It meets once a year and develops exchange and knowledge sharing among the centres associated to the Council of Europe.

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[www.coe.int](http://www.coe.int)

The Council of Europe is the continent's leading human rights organisation. It comprises 47 member states, 28 of which are members of the European Union. All Council of Europe member states have signed up to the European Convention on Human Rights, a treaty designed to protect human rights, democracy and the rule of law. The European Court of Human Rights oversees the implementation of the Convention in the member states.

<http://book.coe.int>  
[www.coe.int/youth](http://www.coe.int/youth)

