



DJ/TC Youth Info(99)2

**Council of Europe – European Commission – ERYICA - EURODESK**  
**Training Course on Youth Information and Counselling**

**Budapest, 19-26/9/1999**



Written by:  
Isabelle Dulin  
Marisa Moron Garcia  
Martin Kikas  
Timothy Hourihan  
Victor Sraer  
Bob Payne  
Silvio Martinelli

*This report is also provisionally available on Internet at <http://perso.wanadoo.fr/silvio>*

# Table of Contents

<i>Introduction</i> .....	3
<i>Introduction to Youth Information and Counselling (YIC)</i> .....	3
<i>Role play</i> .....	5
<i>Market place and animal groups</i> .....	6
<i>Introduction to Europe and its Main Institutions</i> .....	6
<i>European Union</i> .....	7
<i>The Council of Europe</i> .....	7
<i>European Youth Information networks</i> .....	7
<i>European Funding and Opportunities</i> .....	8
<i>for Young People</i> .....	8
<i>Programmes for Youth from the Year 2000</i> .....	8
<i>Counselling dimensions, social action, politics in YIC</i> .....	10
<i>Models in Youth Information Systems (YIS) in Europe</i> .....	10
<i>Group debates</i> .....	11
<i>Visit to a local Youth Information Centre</i> .....	11
<i><u>Workshop</u>: “Answering European Enquiries using European Information”</i> .....	12
<i><u>Workshop</u>: Ethics in YIC – the ERYICA Charter</i> .....	12
<i><u>Workshop</u>: "Find answers to frequently asked questions via Internet"</i> .....	13
<i><u>Workshops</u>: Share experience of previous days</i> .....	13
<i>Observations</i> .....	14
<i>Role play</i> .....	16
<i>ANNEX 1: LIST OF PARTICIPANTS</i> .....	18
<i>ANNEX 2: PROGRAMME OF THE COURSE</i> .....	25
<i>ANNEX 3: EVALUATION</i> .....	256
<i>ANNEX 4: SLIDES ON EUROPEAN INSTITUTIONS</i> .....	33

## **Introduction**

The Training Course on Youth Information and Counselling took place in Budapest starting on the 19<sup>th</sup> of September, after the arrival of the participants, with their brief presentations and the preparation of the market place, where everybody had the opportunity to present materials about the origin country and the organisation they represent.

The first day of the course, **Monday, 20<sup>th</sup> of September** started with the presentation of the lecturers: Marta Milfait, Jo Labens – representing ERYICA, Bob Payne - representing Eurodesk and Silvio Martinelli – representing the Council of Europe.

The Training Course is part of the activities run under the Partnership Agreement between the Council of Europe and the European Commission (that has invited EURODESK to co-operate in organising the Training Course). It is also the result of the partnership agreement between ERYICA and the Council of Europe.

After a short break, the aims and the objectives of the course were presented. The aim was to enhance the participants' capability to work in youth information and counselling and for the objectives, the followings were included:

1. Develop skills for enquiry answering.
2. Improve the knowledge of the European Union and the Council of Europe youth programmes.
3. Discuss professional and ethical issues.
4. Give the opportunity for an exchange of information and experiences.
5. Improve the knowledge of sources of information and enabling the use of information tools.
6. Improve the knowledge of organisations and networks (ERYICA and Eurodesk) working in the European field.
7. Provide clear definitions of youth information and counselling with a historical overview.

## **Introduction to Youth Information and Counselling (YIC) - history and definitions -**

Jo Labens gave an introduction to the history and definitions of Youth Information and Counselling (YIC) in Europe.

### ***1960***

- Youth Clubs – organisations (ECYC)
- Voluntary based
- Part of general organisations (adults)
- Youth protection

The historical overview covered the different stages that the youth information and counselling have been through since the 60's where the first youth information offices were created. Until that time, young people, as a target group, were not clearly defined.

The first models of youth information centres were mostly run on voluntary basis by youth movement organisations (scouts, youth clubs ...).

### **1964**

- First YIC in Gent (Willy Fache)

It is not until 1964 that the very first centre is opened in Gent (Belgium) by Willy Fache.

### **1965-1970**

- Release (London, Amsterdam, Berlin and Antwerp)
- JAC, Youth Advice-Counselling Centres (Vienna, Amsterdam, Rotterdam and Hamburg)
- JIZ/JIC, Youth Information Centre (Munich, Gent and Brussels)
- First International Association ( bus conference)

The idea spread rapidly to other countries and already in the period between 1965-1970 there were similar initiatives in U.K., Germany, Austria, Netherlands and Belgium.

Most of them were small and private centres, with non-governmental aid.

Basically the release groups based their work on action measures while the other ones were more designed to give advice and counselling within a certain frame.

In **1969** the First International Meeting was held on a bus with 40 participants who were driven from one centre to the other during the conference.

### **1970-1975**

- CIDJ – Information Model

In the period 1970-75 many other information centres in Belgium, Holland, U.K. and Germany were opened. In 1974 the Information and Documentation Centre (CIDJ) in Paris, the biggest of its kind, was created. The French model was, on the contrary to the first models, designed to give more information and documentation and less counselling.

### **1975-1985**

- Release Model disappears
- Southern Europe
- Counselling
- Private – Governmental
- National Federations
- Marly le Roi (Co-ordination Committee)

Spain opened its network very rapidly and a counselling model in Germanic Europe was growing. Most countries established umbrella organisations in form of national federations. First International meeting in 1985 where it was discussed the possibility of establishing an International federation.

### **1985-1990**

- ERYICA
- International exchange
- Info – Counselling
- Closing JIZ-Wien

On the basis of the first International Meeting, ERYICA was created and the national federations of each country became members of ERYICA. The differences from Southern and Anglo-German models disappeared gradually thanks to international exchange. The Vienna centre was closed.

### ***1990-1995***

- Eastern Europe
- Conference Wien
- Ethics – deontology – charter

Complete recognition of the Council of Europe and a growing need for the signing of a charter that gives credit to the importance of information and counselling. Hungary: first information and counselling centre in Eastern Europe.

### ***1995 - ...***

- New Technology
- Mobility
- International training

New modern working tools appeared such as Internet and Eurodesk. The Council of Europe encouraged mobility and international exchange.

## **Role play**

Before playing the participants brainstormed a list of Most Frequently asked Question in Youth Information

- Looking for a place to stay
- Looking for a job
- How to write a CV and job applications
- Should I work or should I study – decision making
- Work abroad – legislation
- Language learning
- A parent who has problems with his/her children
- Information on social benefits
- Study abroad
- Information on local events
- Low budget travel abroad
- Support to find Internet addresses
- How to set up a new association
- Advice on young people's rights
- Sources of funding
- I'm pregnant/homeless – can you help
- Contractual issues at work
- Partner finding (for exchange activities)
- Internet – on-line conference
- Conscientious objection

- Information about youth organisations
- Information about other countries
- How to apply for European funding
- Health care / sexual problems
- Problems with parents
- Drug problems
- Social skills
- Training opportunities
- University studies
- How to become a volunteer youth worker
- Local information or directions

During the role play five groups were formed, each of them comprising both experienced and less experienced workers in youth information and counselling. The role play consisted of practising some cases from the list above. Each participant played both the role of the client and that of the counsellor, and after each case the other members of group made comments and suggestions regarding the debated subject.

### **Market place and animal groups**

**The market place** was held in the main conference room, so that the participants have the chance to know better the others during the entire duration of the course.

Within the hour that was allocated for the market place, every participant played both the role of the visitor and the role of the host. People had a great chance to exchange materials that present and promote their organisations and their work.

Before going to dinner some funny games were organised, in order to make people know better each other so that people are quickly getting integrated into the group. During these games, the group has been divided into four smaller groups, called **animal groups**, which proved to be very important as at the end of each day these were the discussion groups for the evaluation of the activities performed during that day.

The first day finished with an **International evening** where people who brought traditional things – especially food and drink – had the chance to present them to the others.

### **Introduction to Europe and its Main Institutions**

The lecture on this subject was given by Silvio Martinelli. Starting from a significant rhetorical question – *What is Europe?* – the lecture focused on the main historical moments in the evolution towards the actual state of Europe, the EU structures and the connections with young people and youth activity.

An important point of the lecture referred to the EU's main institutions – The Council of Ministers, The European Parliament, The European Court of Justice, The European Commission, which have been briefly introduced to the participants.

The Council of Europe and the differences between the Council of Europe and the European Union concerning aims, structure, membership, have also been parts of the lecture. Mr. Martinelli concentrated on the youth structures that are part of these organisations.

European Union	The Council of Europe
<b>DG XXII – Education, Youth and Training</b>	<b>Youth Directorate</b> <ul style="list-style-type: none"> <li>• Training courses</li> <li>• Study sessions</li> <li>• Language courses</li> <li>• Meetings of young people</li> <li>• Research and documentation</li> </ul> The activities take place in the <b>European Youth Centres</b> from <b>Strasbourg</b> and <b>Budapest</b>

The lecture also gave some information on European level youth organisations, such as **The European Youth Forum**.

### **European Youth Information networks**

This part of the course was presented by Bob Payne, the representative of **Eurodesk**, and also by Sara Thiam, another representative of this organisation who joined the trainers' team on the second day of the course.

The presentation was aimed to provide answers to some basic questions related to the activity of this information network:

- **What is Eurodesk?**
- **Where did Eurodesk come from?**
- **Where is Eurodesk now?**
- **Where is Eurodesk going?**
- **Eurodesk – a different service**
- **The Eurodesk network and its relational system**
- **What does Eurodesk offer – principles and practice**
- **What does Eurodesk offer – tools and approaches**
- **How can I use Eurodesk?**

The support materials that the participants received before the lecture showed some practical aspects of using the data base and helped the participants to better follow the lecture and overwhelm eventual problems connected to language understanding.

### **European Funding and Opportunities for Young People**

Bob Payne explained the different kinds of European funding. He started by saying that we should be careful of European myths as: my project is great and it can't be refused, or, only big organisations receive funds from Europe, etc.

He informs us that European funds may come from different European institutions: European Commission, Council of Europe, European Parliament, Committee of the Regions and other ones. European Commission is the main provider of funding.

Education, training and youth is an area which may receive European Funding; but the budget allocated to this Directorate General represents a small amount of the European funding.

About programmes that are relevant for young people, we have those aimed at young people (including SOCRATES, LEONARDO, YOUTHSTART), those aimed at youth workers (including Youth training courses), those aimed at youth organisations (including Youth For Europe), and those in which young people can be included (including KALEIDOSCOPE, Community action on the prevention of drugs dependence).

European Funding has target groups as students, disadvantaged young people, schools, youth worker, etc.

For any European Funding, we have to justify the European dimension of the project, to respect eligibility criteria, to find the 50% funding required.

But, if you wish to know more about European funding, you may contact National Agencies for programs in each country, go to the Commission's EuropaServer or Eurodesk, or contact a national youth information structure (Eryica network).

Websites:

European commission: <http://www.europa.eu.int>

Eurodesk: <http://www.eurodesk.org>

### **Programmes for Youth from the Year 2000**

Silvio Martinelli

## **New Generation of Youth Programmes**

The keyword of the programmes is **KNOWLEDGE**

The European Union is committed to promoting the highest possible level of knowledge in Europe.

The aim is to promote the development of the highest possible level of knowledge through wide access to education and the continuous updating of knowledge and skills, i.e. lifelong learning. Continuing training, simplification, integration and innovation are the guiding principles of the new programmes.

Also new are provisions for joint actions between the education, training and youth programmes.

Community action in these three areas is open to the participation of associated Central and Eastern European countries currently at the pre-accession stage, the countries of EFTA/EEA and Cyprus, together with Malta and Turkey under procedures still to be decided.

### **Programmes managed by DG XXII:**

\* Socrates \* Leonardo \* Tempus \* YOUTH

First three are in general the same, programme Youth is new.

Programme YOUTH is a programme for all young people

Its objectives are:

- A greater sense of solidarity
- Active involvement in the European ideal
- Encouraging a spirit of initiative and enterprise

The programme is made up of five actions:

#### **Action 1** - European Voluntary Service

Young people can volunteer to work a public service for a period from three weeks to one year

#### **Action 2** - Youth for Europe

Groups of young people can take part in exchanges

#### **Action 3** - Opportunity for youth

Young people devise and take responsibility for projects such as setting up a small business, organising activities or taking up training if they working together beyond national borders.

#### **Action 4** - Joint actions

Initiatives that affect young people and concern education and training.

#### **Action 5** - Accompanying measures

Better information for young people, training for youth workers with a view to improving mutual co-operation and trying out new methods.

### **Counselling dimensions, social action, politics in YIC**

Jo Labens

When we say counselling, we have to know that in the field of Youth Information this is influenced, even determined by political education.

Counselling is a process between two or more people in order to among other things:

- clarify the situation
- clarify the need for action
- clarify the advantages and disadvantages of an action
- counselling must be done by professionals

Two main groups of counselling in Youth Information are:

#### ***Counselling in connection with information:***

- ...how to get information
- ...to evaluate information
- ...to use information

#### ***Counselling in relation to information is:***

- ...to work out and formulate the exact question
- ...to identify the difference between the information and interest
- ...to make a decision

Political education is a result of the democratic evolution of society.

Political Education incorporated the acceptance of pluralism and development of tolerance with openness for dialogue and discussion.

Democracy doesn't work without participation

Participation doesn't work without education (counselling)

### **Models in Youth Information Systems (YIS) in Europe**

#### **Tools**

- Face to face
- paper, newspaper
- radio
- television
- internet
- advisers- young people-

There are many different models in YIS and systems are either private or governmental.

Some points to consider when designing and setting up an information system:

- Accommodation
- What function?
- Who will be use?
- Needs of the organisation and users
- Financial possibilities
- What use will be made of face to face, It systems, multimedia, paper- based
- Criteria and mechanism
- Local contacts and network
- Quality
- Trust by the users

It's very important to get feedback from young people; there are many ways to receive it.

### **Group debates**

The group debates session consisted of discussions related to the subjects presented in the morning. The participants had the opportunity to subscribe to different groups for discussions, in order to get more information about the subjects they were interested in.

There were three discussion groups, co-ordinated by

**Marta Milfait and Jo Labens** for questions connected to **ERYICA**

**Sara Thiam and Bob Payne** for questions connected to Eurodesk

**Silvio Martinelli** for questions connected to **EU and the European Youth Forum**

These discussion groups offered the participants the possibility to find out more about the subjects that had been presented in the morning and also about practical things that were meant to fulfil the training course in the following days.

At the beginning of the **third day**, the participants have been divided into two groups, as the activities for the following two days consisted of practical things, that could be better done in smaller groups.

Each group had to participate in four workshops, two of them using the information available on the Internet.

### **Visit to a local Youth Information Centre**

The participants visited The Youth Information Centre in Budapest, run by. Marta Milfait, so that they could see how such an institution functions. The visit represented a continuation of the lecture about the YIC models as the participants could find out more about the variety of the YIC around Europe.

An interesting point of the visit was represented by the history of this institution, which appeared even under the communist regime.

### **Workshop: “Answering European Enquiries using European Information”**

Sara Thiam, Bob Payne

The workshop took place in an Internet Café, as its main purpose was to provide information to the participants about using the Eurodesk database. The system of keywords used by Eurodesk was presented in more details, so that the participants could easily find answers for enquiries concerning European programmes and organisations that may interest young people. Sample enquiries were answered using the Eurodesk database.

### **Workshop: Ethics in YIC – the ERYICA Charter**

During this workshop, the participants were divided into smaller groups, in order to debate some of the most sensible questions related to the problems that appear in a YIC centres. After the small group discussions the participants had a larger debate over the same topics, where each group presented a report over the most important ideas that have been outlined during their discussions.

The groups had to answer the following questions:

1. The Church of scientology asks to spread their information?
2. An Extreme right political group (neo- fascist) asks to spread their information?
3. A youngster asks you the address of an extremist youth organisation?
4. A youngster wants to have exact information about drugs (prices) where to find their effects?
5. A drug dealer is coming into your centre, or waiting at the door to contact youngsters
6. You get question about illegal activities in your country? ( abortion, house- squatting, refusing the army ... )
7. Some clients want help to find the pornographic sites in Internet?
8. A group of youngsters wants to help to set up some actions against their school system?
9. A group of youngsters wants to come in contact with the media to compliant about police brutality?
10. You know that some of your clients are active in criminal activities?
11. At what time a YICC had to be open?
12. Are all your activities and information’s free of charge- or do people have to pay for something?
13. Do you accept sponsoring- do you refuse some sponsoring?
14. Which youngsters are your target group- who do you refuse?
15. Other ethical questions?

The second part of the workshop consisted of a small presentation of the ERYICA Charter.

The European Youth Information Charter was adopted in Bratislava on 3 December 1993 by the 4th

ERYICA General Assembly.

The following principles constitute guidelines for youth information services, which help to guarantee the right of young people to information:

1. YIS shall be open to all young people without exception
2. YIS seek to guarantee the equality of access to their information for all young people, regardless of their situation, place of residence or social category
3. The information available shall be based on the request or need expressed by the users and is independent of any user interest or concern. It should cover all subjects that interest young people.
4. Each user is received as an individual, and the response is adapted to the request.
5. There is free access to youth information Services
6. Information and counselling are given in a way that respects the user's confidences and anonymity
7. Information is free of charge
8. The information offered is complete, impartial, accurate, practical and up-to-date
9. Information is provided in a professional manner by staff trained for this purpose
10. Every effort is made to ensure the objectivity of the information provided through the pluralism of the sources used
11. The information distributed shall be independent and free of any ideological, political or commercial interest
12. The use of sponsoring or paid advertising must respect the independence of the service and of the information provided.

### **Workshop: "Find answers to frequently asked questions via Internet"**

Paivi Timonen-Verma

This workshop took also place in an Internet Café. The aim of this workshop was to use Internet sites in order to give answers to European questions: work, study, travel, volunteer work in European countries.

It also convinced those had never used Internet that this tool is nowadays necessary in a Youth Information Centre: Internet allows giving more complete information to young people and being aware for youth workers with European activities and programs.

#### **Workshops: Share experience of previous days**

The participants have been divided into six groups in which they discussed the three main themes of the week – ETHICS, MODELS & ACCESSING INFORMATION. The purpose of the workshop was to provide the participants' evaluation of these topics.

Afterwards the group shared the following conclusions in the plenary.

#### **ETHICS**

- Ethics depends always on the person, culture, situation. It's never black or white
- Hearing about other countries and their problems
- We have a similar way of dealing with people

- For people not working in a YIC it is important to help young people, give them info but not give them a single solution.
- In the discussion groups
- In every communication between ourselves
- Subjects and questions (even the easiest ones) are very important
- Learned from experience of other YICs
- There is not only one way of following the rules of the charter
- Stay objective
- Distribute info as best as possible according to law
- Different countries/cultures
- No prejudice
- Confidentiality
- cultural differences – different ethics
- personal beliefs influence YIC style and way of working
- we have learned that the info we give should be pluralistic and democratic (even if different to our point of view). But in reality personal opinion and beliefs influence a lot
- you can explain that you're not going to give info which is totally against personal ethics instead to refuse to give any answer
- we have to understand the reality (cultural background) of every country which means different ways of working, but also we have to find out the guidelines, (standards) which guarantee a information practice.
- Professional background influence (the way – formal/counseling) you give info (social worker/psychologist)
- Understanding the limitations of your profession

Those are some of the ideas that have been expressed by the participants about what they have learnt during the course about ethics. Although these ideas are different, a common structure was identified, comprising:

- same basic ethics exist everywhere
- same problems, different solutions
- ethics in YIC tends to clash with personal ethics

The activities that made people achieve the biggest amount of information were the discussions, role plays, social gatherings, conflicts and evaluation. Informal contacts and relationships have also been mentioned as one important way of getting new knowledge.

Besides the practical experience, the lectures have also been considered very important, as they provide the theoretical basis that helps people learn new things in an organized and efficient manner.

## MODELS

- A LOT OF THEM EXIST
- DEPENDS ON MONEY, PLACE, NATION, TARGET & ESPECIALLY THE NEEDS OF YOUNG PEOPLE.
- NO ONE CAN SAY WHICH MODEL IS THE RIGHT ONE
- PEOPLE HAVE TO BE CREATIVE
- DIFFERENT PROFESSIONAL BACKGROUNDS
- COMMUNICATION ON PERSONAL LEVEL

## Observations

Variety – no model is perfect

What we've learned will lead us to: the improvement of our own model

Different models – same roles

Various models based on reality of each country

It doesn't matter how the YIC looks like – the most important thing is to give info

The model is not the only solution – it's also the way of giving info

No discussion about models of the other countries (YIC apply a model or not?) Do they have their own?

Learn about distribution of info (but this was not complete enough)

Utopias: to have the same information everywhere, better place & local utopia – common logo & quality charter

**It is important to have:**

Flexibility

Open Mind

Availability (time, location)

Closer co-operation

Professional help

Clients shape the model

Necessary finance - Budget

Some models for energizing is needed – Feng Shui, Tarot, Coffee break, Stress toys

## ACCESSING INFORMATION

### What have we learned from this topic during the course?

- There is always more to learn.
- As a youth worker, we must be “multi-talent”.
- EURODESK and the meaning of keywords.
- The different programs of the DG XX.
- Using Internet and how to access to good sites.
- Internet is a vital way to have information, above all in some countries where the access to information is difficult.
- Internet is a good tool to have contacts and keep in touch with each other.
- We always have to check the origin and the date of the information on Internet.
- We learnt a lot about accessing information and we will spread this information when back.
- Internet is important but also personal contacts. Personal contacts are often more efficient than Internet.

### What are the most important things we have discovered?

- We have now basic information how to use Internet in YIC as a tool.
- EURODESK
- There are a lot of sites that may give useful information.
- The existence of many European programs for young people and the way of those function.
- The existence of networks (organisations, exchanges, contacts, programs).

### How did we discover them (discussion, role play, lecture, etc)?

- Go to the Internet café and make exercises was a good way to know more about accessing information.
- The lectures about this topic were also very useful.
- The structure of the course was good.

## Role play

Each group was asked to undertake role playing where each participant would play the four different roles of client, counsellor, angel and observer.

The following observations were made by the six groups:

- Choose your words carefully;
- Beware of the expectations of the client and the consequences of the information you give;
- Create an atmosphere for talking comfortably - have good opening questions – create trust
- No case is the same so you have to use your experience and be creative in order to provide proper information;
- Deal with problems within the resources that are available to you
- Clarify the situation before beginning counselling to identify the main problems and the starting point;
- Give adequate time to each client;
- Be aware of non verbal communication
- Support a client to make the first step after counselling
- Give enough information but be prepared to offer a setting visit for more information if necessary
- Do not influence the client's decision: *"It's your decision"*
- Ask open questions to explain the situation
- Help the client understand the realistic situation
- Give the client all possibilities, so that he/she can choose
- Evaluate your attitude towards the client's problem and try to act objectively
- Never assume that the client will always understand your explanations
- No questions are stupid
- If referring the client to another agency, the counsellor should make the appointment on the spot;
- Don't be shocked;
- Be honest if you don't know the information;
- Don't think that you can do everything –send them to the specialists
- Be a good listener;
- Leave time to fully evaluate the situation
- Let the client know that you are available to help
- Give your client the opportunity to speak
- If there is an obligation to report an incident, the client needs to be aware of the situation before the information is disclosed

The session was continued with role plays by the more experienced workers in plenary session. Each role play treated a sensitive subject, which was then explored and discussed with all the participants and tutors commenting on the role play.

The final session received the evaluation compiled from the evaluation forms previously distributed. The final evaluation details are in Appendix??

The certificates for completion of the course were presented to the participants. The last point of the training course consisted of a farewell party.

## ANNEX 1: LIST OF PARTICIPANTS

### Organisation

#### ARMENIA

Atom MKHITARYAN  
Shirak Str 6 Apt 30  
378414 Yeghvard  
ARMENIA

tel: + 374 2 52 76 61 (work), 37 46 82 34 51(home)  
fax: + 374 43 31172, 374 2 52 76 61  
e-mail: atar@ipr.sci.am

National Youth Council of Armenia  
Koriun Str. 15,  
375009 Yerevan  
ARMENIA  
e-mail: nyca@freenet.am  
Youth Information – Research Centre  
e-mail: mkhitaryan@yahoo.com

#### AUSTRIA

Erich PAUSER  
Hernalser Hauptstrasse 168/24  
1170 Vienna  
AUSTRIA

tel: + 43 1 484 43 98 (home), + 43 1 533 70 30 315 (work)  
fax: + 43 1 533 70 40 (work)  
email: erich.pauser@bmu.gv.at  
<http://www.jugendinfo.at>

Ministry of Youth Affairs  
Franz-Josefs-Kai51  
1010 Vienna  
AUSTRIA

#### BELARUS

Liliya DABRAKHODAVA  
Lenina Str 18-26  
246050 Gomel  
BELARUS

tel: + 375 232 53 7765 (home)  
fax: + 375 232 72 1730  
tel: + 375 232 72 1730 (work)  
e-mail: [guides@softhome.net](mailto:guides@softhome.net)  
e-mail: [GSKB@zmail.ru](mailto:GSKB@zmail.ru) (preferable)

Association of Belarussian Guides  
Libknekht Str 68-603  
220036 Minsk  
BELARUS  
Tel/fax: 375 172 56 39 76

#### BELGIUM

Geertrui VAN VLEM  
Kempstraat 151  
9000 Gent  
BELGIUM

tel: + 32 9 223 68 82 (work)

Youth Advice Centre  
Holstraat 23  
9000 Gent  
BELGIUM

fax + 32 9 223 75 70  
email: art.jwc@steunpunt.be

## **BOSNIA AND HERZEGOVINA**

Sinisa KUNDALIC  
Ubalni Bulevar Br 28 D  
7200 Zenica  
BOSNIA AND HERZEGOVINA  
Tel:+90-135529  
Tel: +72 410 355/413098  
Email: sinisa\_kundalic@hotmail.com

Youth Forum of Bosnia and Herzegovina  
Traunicka Cesta br 1  
7200 Zenica  
BOSNIA AND HERZEGOVINA  
M\_3\_M@hotmail.com  
Non Government Organisation M3M Mladi 3 Milenija

## **DENMARK**

Maria Luisa MORON GARCIA  
Korsorgade 2.6<sup>th</sup>  
2100 Copenhagen  
DENMARK

Use it Youth Information Centre

tel: + 45 23 42 6018 (privat), + 45 33 73 06 52 (work)  
fax: + 45 33 73 0649  
e-mail: [useit@ui.dk](mailto:useit@ui.dk) //www.useit.dk

## **ESTONIA**

Martin KIKAS  
Laane 5-19  
65603 Voru  
ESTONIA  
tel: + 372 50 79920 (home)  
fax: + 372 78 21654  
e-mail: [martin@mv.werro.ee](mailto:martin@mv.werro.ee)

Voru County Government  
Jüri 12  
65620 Voru  
ESTONIA

## **FINLAND**

Jaana FEDOTOFF  
Suohaukantie 2 F4  
90250 Oulu  
FINLAND  
tel: + 358 8 33 9998 (home)  
fax: + 358 8 558 4299  
tel: + 358 8 558 48215 (work)  
e-mail: [jaana.fedotoff@ouka.fi](mailto:jaana.fedotoff@ouka.fi)

Youth Dept City of Oulu  
Youth Information and Counselling Centre Nappi  
Ojakatu 4  
90100 Oulu  
FINLAND  
Post address:  
PL 16  
FIN-90015, Oulun Kaupunki  
FINLAND

Reijo VENÄLÄINEN  
Aleksiskivenkatu 10 B A 21  
00500 Helsinki  
FINLAND  
tel: + 358 50 544 6044, 358 9 455 49 78  
fax: + 358 9 464 300  
email: rvenalai@edu.espoo.fi

City of Espoo  
Kamreerintie 5  
02770 Espoo  
FINLAND

## **FRANCE**

Isabelle DULIN  
34/53 Chaussée de l'Hôtel de Ville  
59650 Villeneuve D'Ascq  
FRANCE  
tel: + 33 3 20 47 38 97 (home)  
fax: + 33 3 20 12 87 31  
tel: + 33 3 20 12 87 35 (work)  
e-mail: idulin@crij-npdc.asso.fr , <http://www.crij-npdc.asso.fr>

CRIJ  
2 rue Nicolas Leblanc  
59000 Lille  
FRANCE

## **IRELAND**

Timothy HOURIHAN  
West Cork YIC  
YMCA  
North Main Street, Bandon, Co. Cork  
IRELAND

National Youth Information Monitoring Committee  
Youth Information Resource Unit  
Hawkins House (floor 11)  
Dublin  
IRELAND

fax: ++ 353 23 441 12 (work)  
tel: + 353 23 44009 (work)  
e-mail: [yicwcork@indigo.ie](mailto:yicwcork@indigo.ie), [www.youthinformation.ie](http://www.youthinformation.ie)

## **ICELAND**

Nanna Lind SAVARSDOTTIR  
Sjavargata 9  
225 Bessastadahr  
ICELAND

HITTHUSID – Cultural and Information Centre  
Adalstraeti 2  
101 Reykjavik  
ICELAND

tel: + 354 565 4943 (home), 354 551 53 53 (work)  
fax: + 354 562 4341  
email: [nannal@rvk.is](mailto:nannal@rvk.is)

## **ITALY**

Matteo LANDI  
Via Convenevole 83  
59100 Prato  
ITALY  
tel: + 39 0574 23 982 (home), +39 0574 61 52 48 (work)  
fax: +39 0574 615250  
email: [punto.giovani@comune.prato.it](mailto:punto.giovani@comune.prato.it)

Punto Giovani Europa Del Comune Di Prato  
Piazza Delle Carceri 1  
59100 Prato  
ITALY

## **LATVIA**

Solvita VELDE  
Rujienas 8-1  
LV 4700 Valka  
LATVIA  
tel: + 371 47 24644 (home), 371 755 79 98 (work)

Latvian 4H Club  
Ezermalas 24/26  
LV 1014 Riga  
LATVIA

fax: + 371 7557 697  
email: solvita@mailexcite.com

## **LITHUANIA**

Edita SIRUTIENÉ  
Gyneju st 4-418  
2001 Vilnius  
LITHUANIA  
Tel: + 370 2 72 54 67 (work)  
fax: + 370 2 72 56 51  
email: centras@lvjc.elnet.lt

ALYLO – Association of Lithuanian Youth Leisure Organisers  
Ukmerges g.25  
2600 Vilnius  
LITHUANIA

## **MACEDONIA**

Emilija KUSAKATOVA  
“Ognjan Prica” 9  
91000 Skopje  
MACEDONIA  
tel: + 389 91 209 029 (home)  
fax: + 389 91 11 6284  
tel/fax: + 389 91 116 284 (Save the Children of Macedonia)  
email: ema\_kus@yahoo.com

Youth Express Network  
7 rue Sedillot  
F-67000 Strasbourg  
tel: 33 3 88 35 37 45  
Fax: 33 3 88 35 01 63  
e-mail: network@y-e-n.org

## **MOLDOVA**

Marcel POPESCU  
31 August 5 app 1  
2001 Cricova  
MOLDOVA  
tel: + 373 2 34 85 67 (home)  
fax: + 373 2 54 30 37  
email: [marcel\\_popescu@hotmail.com](mailto:marcel_popescu@hotmail.com), [eyemoldova@hotmail.com](mailto:eyemoldova@hotmail.com)

European Youth Exchange Moldova  
Ismail nr 34/36  
2001 Chisinau  
MOLDOVA

## **NETHERLANDS**

Miranda VAN DER HEUL  
Bonhoeffersingel 63  
1069 NB Amsterdam  
NETHERLANDS  
tel: + 20 610 5866 (home), 10 43 65 730 (work from 1 Nov)  
Tel (until November): 20 48 78 277  
fax: + 20 487 8211  
Email: mirandaH@hotmail.com

Bureau Jengdzorg A'dam  
Overschiestr 17  
1062 HN A'dam  
-Jongeren Infotheek-

## **NORWAY**

Lisbet BJONE

Forum for Ungdomsinformasjonskontor

Stolmakergata 9 j  
0551 Oslo  
NORWAY

tel: + 47 2237 6201 (home)

fax: + 47 22 42 63 71

**tel: + 47 22 41 51 32 (work)**

e-mail: [lisbet@unginfo.oslo.no](mailto:lisbet@unginfo.oslo.no), [www.unginfor.no](http://www.unginfor.no)

Unginfo  
Mollergata 3  
0179 Oslo  
NORWAY

**Susann FAUGLI**

Fagerheimgt 9C  
0567 Oslo  
NORWAY

tel: +47 22 37 00888, 47 928 31 004

[diggdame@hotmail.com](mailto:diggdame@hotmail.com)

Alexander PEREZ  
Sannergt 38  
0557 Oslo  
NORWAY

tel: + 47 970 90 816

e-mail: [perez@looksmart.com](mailto:perez@looksmart.com)

**Youth Against Drugs**

Youngsgt 6  
0181 Oslo  
NORWAY

fax: +47 22 33 14 60

tel: +47 22 33 13 70

e-mail: [ungdomms@online.no](mailto:ungdomms@online.no)

**PORTUGAL**

**Claudia SILVA**

R. Malmequeres Lote J-2° M  
Gambelas  
8000 Faro  
PORTUGAL

**tel: + 351 931 90 15 315**

e-mail: [a13914@aaual.ualg.pt](mailto:a13914@aaual.ualg.pt)

ROMANIA

Victor SRAER  
Stefan Cel Mare no 13  
Scara C ap 26  
5500 Bacau  
ROMANIA

tel: + 34 137 933 (home)

fax + 401 310 1053

email: [victors@personal.ro](mailto:victors@personal.ro)

Laszlo Nimrod VULKAN  
Bulevardul 1848 27 ap 28  
4300 Targu Mures  
ROMANIA

tel: + 40 65 168 319 (home)

**APAI**

R. Rosa Damasceno n° 10-3°  
1900-300 Lisbon  
PORTUGAL

tel: 351 813 25 35

**Fax: 351 1 815 46 88**

Romanian Communication Centre Youth Organisation of National Peasant  
Bd. Carol I no 12 Christian Democratic Party  
Bucharest Bd Carol I no 34  
ROMANIA Bucharest  
tel: +40 1 31 01 051/2 (work) ROMANIA

Union of Hungarian Students Organisation from Romania  
Strada Diana No 9A Ap 10  
1900 Timisoara  
ROMANIA  
Tel: +40 56 19 55 45

tel: + 40 92 857 316  
email: vulkan@tmd.dnttm.ro

## **SPAIN**

Maria Victoria BARTOLOME FERRE  
Pg Flors de Maig 5  
43740 Móra d'Ebre  
SPAIN  
tel: + 34 977 40 18 51, 670 43 04 26  
fax: + 34 977 400 400  
email:mvbarto@ribera.altanet.org

"Oficina Serveis a la Juventut  
Consell Conarcal Rebera D'Ebre"  
PL Sant Roc, SN  
43740 Mora d'Ebre

## **TURKEY/TURKIE**

Eylem CERTEL  
Agac-is 20 No'LU Koop 14/8  
06370 Batikent  
Ankara  
TURKEY

tel: + 90 312 250 0554 (home)  
mobile: + 90 542 511 14 84  
email: ceylem@hotmail.com

GSM-Youth Services Centre  
Bayindir sok.45/9 Kizilay  
06650 Ankara  
tel: +90 312 417 1124  
fax: +90 312 425 8192  
email: gsmser@superonline.com

## **PREPARATORY AND TRAINING TEAM**

Jo Labens  
pa M/S Amoras  
Postbus 117 Antwerpen 6  
B-2060 Antwerpen  
BELGIUM  
Tel. + 32 75 26 40 65  
fax: +32 3 289 34 53  
e-mail: [gewenst.kind@pandora.be](mailto:gewenst.kind@pandora.be)  
Marta MILFAIT  
Óbudai Ifjúsági Információs és Tanácsadó Iroda  
Pf 56  
H-1300 Budapest  
HUNGARY  
e-mail: [obuda@mgx.hu](mailto:obuda@mgx.hu), [milfait@mgx.hu](mailto:milfait@mgx.hu)

Bob PAYNE  
Eurodesk – Brussels link  
Scotland House  
Rond-Point Schuman, 6  
B-1040 Brussels  
BELGIUM  
Tel: +322 282 83 84

Fax: +322 282 83 90  
e-mail: [bob.payne@eurodesk.org](mailto:bob.payne@eurodesk.org)

## **YOUTH DIRECTORATE**

Silvio MARTINELLI  
European Youth Centre Strasbourg  
30, rue Pierre de Coubertin  
F-67000 Strasbourg  
FRANCE

Tel: + 33 3 88 41 2304  
Fax: + 33 3 88 41 27 77/78  
email: [silvio.martinelli@coe.int](mailto:silvio.martinelli@coe.int)  
[www.jyu.fi/~silvio](http://www.jyu.fi/~silvio)

## **GUEST SPEAKERS**

[Sara Thiam](#)  
Eurodesk UK  
Community Learning Scotland  
Rosebery House  
9 Haymarket Terrace  
EDINBURGH EH12 5EZ  
Tel: +44-131-313-2488  
Fax: +44-131-313-6800  
e-mail: [eurodesk@cls.dircon.co.uk](mailto:eurodesk@cls.dircon.co.uk)

Päivi Timonen-Verma  
Siltasaarekatu 26 A 35  
F-00530 Helsinki  
FINLAND  
e-mail: [timoska@lasipalatsi.fi](mailto:timoska@lasipalatsi.fi)  
<http://lasipalatsi.fi/~timoska>  
tel: +358 50 525 07 20  
fax: +358 50 85 25 07 20

## ANNEX 2: PROGRAMME OF THE COURSE

	Day 0 Sun 19	Day 1 Mon 20/9	Day 2 Tue 21/9	Day 3 Wed 22/9	Day 4 Thu 23/9	Day 5 Fri 24/9	Day 6 Sat 25
<b>8:00</b>	Breakfast						
<b>9:00</b> - <b>10:30</b>	Arrivals	1. Opening 2. Introduction 3. Presentation of the course 4. Presentation of participants and expectations	8. Introduction to Europe and its main institutions 9. European Youth Information networks 10. European programmes and funding possibilities	14a. Group 1: Visit to a local Youth Information centre  14b. Group 2: Workshop: "Answering European Enquiries using European information"	16a. Group 1: Workshop: "find answers to frequently asked questions via Internet"  16b. Group 2: Visit to a local Youth Information centre	Free	19. Role play
<b>11:00</b> - <b>12:30</b>							
	Lunch						
<b>14:00</b> - <b>15:30</b>	Arrivals  Preparat. Market place	5. Introduction to Youth Information and Counselling (YIC): history and definitions  6. Role Play  7. Market place	11. External input: "Programmes for Youth from the year 2000"  12. Counselling dimension, social action, politics in YIC  13. Methods and Models	15a. Group 1: Workshop: "Answering European Enquiries using European information"  15b. Group 2: Workshop: "Ethics in YIC – the Charter"	17a. Group 1: Workshop: "Ethics in YIC – the Charter"  17b. Group 2: Workshop: "find answers to frequently asked questions via Internet"	Free: start at 15:00  18. Plenary: Share experiences of workshops and visits of the previous two days	Role play: continuation  20. Final evaluation
<b>16:00</b> - <b>17:30</b>							
<b>18:00</b> - <b>19:00</b>		Animal groups					
19:00	Dinner				RESTAURANT		
	Welcome evening	International Evening			NIGHT IN TOWN		Farewell party

**ANNEX 3**  
**Council of Europe / ERYICA / EURODESK/European Commission**  
**Training Course BUPAPEST September 1999**

**EVALUATION FORM**

**26 participants**

1. *Were your expectations of the course fulfilled?*

Not at all                      To some extent 7                      To a large extent 13      Very much 6

- Comments: - I expect deeper discussions about ethics.  
- Expect more workshops on counselling.  
- Would have been better if all participants had experience in YIC  
- The mix of experienced and less experienced participants was very good.  
- Thought it would be more advanced.  
- Not what I expected, but more interesting as what I have in mind.  
- To some extent, because the program has changed.

2. *Overall did you find the course useful?*

Not useful                      Fairly useful 2                      Useful 8                      Very useful 16

- Comments: - I have to restart the ethic discussions in my office.  
- I'll practice Eurodesk workshop with my employees.  
- First contact with so many different countries  
- Good info that we shall use in the future.  
- I'm not working in YIC, but we can improve in our organisation the things we learned.

3. *The opening sessions (Icebreakers)- photographs – Name game – Exploration – E(gg)ercise – Human Bingo.....were:*

Not useful                      Fairly useful 3                      Useful 5                      Very useful 18

- Comments: - Makes the group functioning very well

- Was the best way to start communication
- Lost time, easier quick round presentation and start working.
- Fairly, except the photographs.

4. *The presentation about "European Youth Information Networks and professional YIC – Historical overview" (by Jo LABENS) was:*

Not useful                  Fairly useful 3                  Useful 9                  Very useful 14

- Comments: - Interesting to know our roots.
- I' heard it before.
  - I'm going to teach it to others now.
  - Always important to remember what has happened before.
  - It was great.

5. *The Role play (on Monday) was:*

Not useful 1                  Fairly useful 3                  Useful 11                  Very useful 11

- Comments: - Was the beginning of realising what I was really doing in the course.
- Always useful to look at the way you works.
  - This playing was the base of an interesting discussion.
  - Useful to the mental health of the group.
  - Brought up a lot of interesting questions that we could discuss later in the course.
  - Possible to learn from other people.
  - I can teach this method now.
  - Very useful, especially for people whit less experience in YIC
  - I'm not a role playing person.

6. *The Market place was:*

Not useful 1                  Fairly useful 11                  Useful 10                  Very useful 4

- Comments: - Useful for personal knowledge, not for the course.
- Missing the models, need more time to questioning each other.
  - Pity we couldn't visit all together, but only in small groups.
  - Could have been a lot better>

7. *The Animal groups were:*

Not useful                  Fairly useful 6                  Useful 12                  Very useful 8

- Comments: - Very useful, but without the tree.  
- It helped to bring all evaluation and information about the day on the right place.  
- Too much about program and not enough about feelings.

8. *The (morning) energisers were:*

Not useful 3                  Fairly useful 7                  Useful 7                  Very useful 8

- Comments: - No comment, just 2 energisers.  
- Wonderful, what we need to start the morning, energy and relaxation.  
- Don't need those things on a course like this.  
- Not the morning, only the afternoon massages.

9. *The presentation about "European Institutions" was:*

Not useful 1                  Fairly useful 8                  Useful 10                  Very useful 7

- Comments: - Helped understand better the context and frame of the constitution.  
- Too short

10. *The presentation about "Eurodesk" was:*

Not useful                  Fairly useful 2                  Useful 9                  Very useful 15

- Comments: - It was great  
- Better to learn in workgroups.  
- I've already heard this.  
- Very useful tool.  
- Lot of Eastern European countries had a lack of info and Eurodesk can provide it.  
- Need more about the keywords.  
- Too short, need more info about youth programs.

11. The presentation about "Eryica" was:

Not useful                  Fairly useful 2                  Useful 9                  Very useful 15

- Comments: - I've already heard this.  
- Great I needed this info for months and now finally IU got it.  
- Very interesting, our organisation wants to join.  
- That's the organisation we need.

12. The presentation on "Information on European programmes and on funding for youth activities" was:

Not useful 1                  Fairly useful 7                  Useful 7                  Very useful 11

- Comments: - Not informative.  
- Very abstract  
- Something I really can use.

13. The groups to ask further questions about Eryica, Eurodesk, EU and CoE were:

Not useful 4                  Fairly useful 9                  Useful 8                  Very useful 5

- Comments: - People didn't ask general questions, maybe it would be better to have an hour Presentation point, where experts could answer personal case questions.  
- Give me a clear and better idea what counselling is and what is a YICC>  
- Lot of new information.  
- The commission still is not clear.  
- Too little time.  
- Too much in a short time

14. The presentation about Counselling was:

Not useful                  Fairly useful 1                  Useful 11                  Very useful 13

- Comments: - Don't remember.  
- The best part of the program.

- Now I can teach this.
- Excellent, the way to do it, perfect to let people participate.

15. *The presentation about models was:*

Not useful                  Fairly useful 3                  Useful 11    Very useful 12

- Comments: - Like the idea to consider other models, before starting.
- To short, need more details and want to know JO's own favourites.
  - Now I can teach this.
  - Need more visual, video, photographs.
  - This is the starting point, our basis, what we have to know before starting.
  - Gives a good theoretical framework, becomes clear in the discussions.

16. *The visit to a local youth information and counselling centre was:*

Not useful                  Fairly useful 1                  Useful 13    Very useful 11

- Comments: - Good to know the reality.

17. *The workshop on "Exercises in Using Eurodesk Software and Euro information" was:*

Not useful                  Fairly useful 4                  Useful 7                  Very useful 15

- Comments: - Keywords ?
- I'm going to use the same course for ;y staff later.
  - Eurodesk must go more wider - more information.
  - Very good information source.
  - Need more practice.
  - To difficult for a newcomer to use.

18. *The workshop on "Ethics & The Charter" was:*

Not useful 1                  Fairly useful 2                  Useful 6                  Very useful 17

- Comments: - Discussion was great, though we never found a concrete answer to some questions.
- Very good way on getting us thinking.

- Could have been more useful, but the group was not that good to go deeper in it.
- Good questionnaire and workshops.
- One of the best activities we had during this course.
- Discussion continues.
- Keep us alert - good discussion about other cultures.
- The very best.

19. *The workshop on "Skills Needed to Deliver European Information, and Frequently Asked Questions" was:*

Not useful 1              Fairly useful 4              Useful 8              Very useful 13

- Comments: - Very useful, because of all the interesting sites and addresses,  
 - also the list was a very good idea.  
 - Not useful, however good addresses.  
 - Not necessary to lose 3 hours, just give us the address and that is it.

20. *In your opinion, during the course:*

- a) There was too much information, we needed more time to discuss the different topics 9  
 b) There was too much group work, we needed to receive more information 3  
 c) There was a good balance between information and group work 14

- Comments: - Good balance, but there was too much evaluation.  
 - Good balance, in an other system, need order.  
 - D) between a & c, but I think it was the only possible way to organise it.

21. *The written material we received was:*

Not enough 3                      Enough 22                      Too much

22. *Were you satisfied with the trainers?*

Not at all              More or less 2              Well-satisfied 9              Very satisfied 13

23. *Please state which were the aspects of the course from which you gained the most benefit:*

- Ideas for how I can present and work with the topics to my staff.
- European Institutions
- Do we go to the pub tonight.

- It was a good idea to invite people who works already in YIC and newcomers and to mix them up in the groups.
- We need more like Wednesday and Thursday, out of the centre.
- Maybe it would be better to have more equalised groups, experienced and less-experienced together.
- To much on a short time, we need at least 10 days.
- Role play, workgroups, energisers.
- Ethics.
- Market place.
- Budapest YIC.
- Eurodesk.
- Internet in general.
- Confrontation with participants.
- Informal contacts,
- The internet session by Paivi
- Presentations.
- Models.
- NEVER.

24. *Any other comments or suggestions?*

- Very useful and new contacts, we can use in our work.
- Smaller groups in the future, animal groups were to large.
- Training very positive and concrete.
- Start later, have longer free time after lunch, work later in the evening.
- More written material.
- Was to general and I would like to go deeper.
- Animal groups was a good idea.
- Animal groups were lost time.
- Need more time for the presentation of the participants, who, from where, background.
- Need at least a complete free day.
- Course for advanced professionals.
- Don't start before 10.00 (informal social contacts, during evening pub sessions are important and I need sleep / Working days from 9.00 till 19.00 are to long / We need at least 2 afternoons and 1 morning free time (We are in Budapest and some country's don't have the opportunity to travel.)
- Next time more about co-operation between different countries, how to go on with each other.
- Can you prepare a workshop about how to prepare ;materials that actually reach youngsters / practice / lay-out / colours.
- Good, but this program was too loaded, ;maybe 2 free mornings would have provided more efficiency in assimilating.

## Annex 4: Slides on European Institutions

### Dates of foundation

**Council of Europe** London 1949  
Belgium, Denmark, France, Ireland, Italy, Luxembourg,  
Netherlands, Norway, Sweden and UK

Paris, 1951: European Coal and Steel Community

Rome, 1957: European Community and EURATOM  
Belgium, France, Germany, Italy, Luxembourg, Netherlands

### The YOUTH directorate works with 47 countries

**European Youth Centres**  
*Strasbourg – Budapest*

- Training courses
- Study sessions
- Language Courses
- Meetings of young people
- Research and Documentation

**European Youth Foundation**

**Intergovernmental co-operation**

### Aims in brief

#### EU

Ever closer union between  
the different nations  
democracy and

#### Council of Europe

Promotion of Human  
rights, pluralist  
rule of law

### EU structure

European Parliament  
(it represent 370 millions people)  
Council of Ministers  
European Court of Justice  
Commission (25000 employees)

### Some differences between the Council of Europe and the European Union

Aims  
Structure  
Intergovernmental/Supranational  
Membership (41-15)

# *New Structures of the Youth Directorate*

