



YouthPartnership

QUESTIONNAIRE

“INFORMATION”

SLOVAK REPUBLIC



YouthPartnership
Council of Europe
European Commission



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1 Information services

1.1 Legal framework of the [youth information service](http://www.zipcem.icm.sk)

ZIPCeM, The Association of the Youth Information and Counselling Centres in the Slovak Republic (ZIPCeM) is an umbrella organization of the Youth Information Centres active in different regions of Slovakia. The objective is to cooperate with all the Youth Information Centres (YIC), to guide them methodologically, to unify the common methodology of work in order to give all the YICs uniform philosophy and ideas at the creation of their program that would be going along with the objective needs and demands of young people, and would provide the necessary information and counselling. www.zipcem.icm.sk

Eurodesk Slovakia is a member of Eurodesk AISBL – association of Eurodesk networks in member states. Eurodesk is a support structure of Youth in Action programme.

1.2 Youth information points at national and regional level

There are 21 Information and Counselling Centres for Youth in Slovakia united in an umbrella organisation - ZIPCEM.

Eurodesk Slovakia is a network operating at the national level (national coordinator responsible for implementing Eurodesk project in Slovakia) and the regional/local level by means of local relays network managed by a national coordinator.

1.3 Please list the specialized areas covered by youth information in your country.

Eurodesk is covering European information for young people and youth workers from following areas:

- EU grant programmes
- Mobility
- Internships, scholarships, jobs, travelling, accommodation, etc.
- Youth policy at the European level
- Seminars, trainings, language courses, partners calls etc.
- Information and Counselling Centres are covering information from following areas:
 - Work service
 - Education
 - Citizen and society
 - Leisure time activities
 - Travelling
 - Professional counselling

1.4 Youth portals:

www.eurodesk.sk, www.icm.sk, www.infomobil.sk, www.iuventa.sk,
www.mladez.sk, www.modernaskola.sk, www.strednaskola.sk, www.vysokaskola.sk,
www.univerzita.net, www.rodicovstvo.sk, www.unicef.sk, www.dobrovolnictvo.sk

2 Access for young people

2.1 Number of young people using the information services (i.e. number of contacts with young people)

The visit rate in www.icm.sk in the year 2008: number of all user access is 215 426, number of unique access is 58 212. The visit rate in www.infomobil.sk: number of all user access is 2 810, number of unique access is 712, www.zipcem.sk: number of all user access is 13 694, number of unique access is 4 956.

Clients in 2008: number of all clients is 63 547, provided information 21 654, counselling activities

1 564, provided services 29 875, number of participants in information and counselling activities is

11 632. Number of clients younger than 26 years was 46 523 and 16 210 were over 26 years of age. Number of men is 32 618 and number of women is 30 929.

Eurodesk Slovakia registered number of its webpage visitors: 26 536 unique IP addresses/year 2008. Number of clients of the ICM informational system in 2008: 63 547.

2.2 Is there any mobile information service?

In 2007 the Association of the Youth Information and Counselling Centres in the Slovak Republic (ZIPCeM) created a mobile information centre, which is built in a made-over bus, according to necessary visiting cities and countryside in the Slovak Republic, where are not situated Youth Information and Counselling Centres. This mobile information centre is focused on young people up to 30 years old with accent on disadvantaged youth. It provides information in the area of information and work service, education, travelling, free time, professional counselling, citizen and society - AIDS prevention, drug addiction, homosexuality, racism, xenophobia, European Union, NATO and other. It provides also access to internet free of charge and lot of information leaflets and materials.

3 Ensuring quality of information

3.1 Please list the places (training centres, universities, etc.) where you can get training and knowledge on youth information

The trainings for consultants concerning communication with the client for ZIPCEM are done by specialised lecturers from non-profit organisations aimed at these issues.

In relation to the consultants' professionalism enhancement in the thematic areas of the information centres' concern, the trainers are professionals from professional organisations, either state or non-profit.

Training support of Eurodesk coordinators and local relays are provided by the European Eurodesk Office and professionals dealing with youth information.

3.2 What are the quality standards applied in youth information in your country (e.g. ISO 9000 Series, ERYICA charter, national standards etc.)

Eurodesk is working according to accepted principles on youth information, ERYICA charter and quality standards developed and implemented by the Eurodesk network.

The information provision in the YIC is controlled by the European Youth Information Charter adopted by the general assembly of the European Youth Information and Counselling Agency (ERYICA).

3.3 What existing monitoring systems are there on quality of information dissemination?

Monitoring of activities of youth information centres is provided by these structures:

Specialised database programme occurring in the evidence of clients in the local Youth Information Centres, the evidence of activities and happenings and editor activity.

Youth Coordinators Information Centres in the Slovak republic – announced and occasional monitoring. Monitoring of activities of Youth Information Centres is based on a created plan.

Monitoring of the operation is organised by the control board of the organisation

The YIC sends its operation accounts to: Statistical Office of the SR, IPEI, ME SR,

For monitoring the quality of information dissemination the approved quality standards of Eurodesk network are used.

4 Participation of young people in information:

European Youth Portal Eurodesk

YIC have their own volunteers, part-time workers, who cooperate with our YICs.

Eurodesk is developing the network of multipliers, consisting of young people and disseminating and providing information at the regional and local level

The most of YIC have own net of "comsats" - young people, most of them are from local schools, which help by dissemination of information (e.g. information on wall posters at schools, communication with friends about places where they can get information...).

Concerning information bulletins, it is necessary to keep high level of informational content. It is not possible that young people, they are not experts, create information publications.