

STANDARDS
FOR
YOUTH INFORMATION
CENTRES

CAIGHDEÁIN
DO
LÁRIONAID EOLAIS
DON ÓGRA

EOLAS DON ÓGRA



YOUTH
INFORMATION



National Youth Information Monitoring Committee
Coiste Náisiúnta Monatóireachta Eolais Don Ógra

National Youth Information Monitoring Committee

Chairman: **Mr. Pat Ryan**, Chief Executive Officer, City of Galway
Vocational Education Committee (VEC)

Mr. John Beausang, YMCA

Mr. Peter Byrne, National Youth Council of Ireland (NYCI)

Mr. Tom Daly, City of Cork VEC

Ms. Caroline Hope, Foróige

Mr. Peter O'Brien, Catholic Youth Council

Mr. Brian Power, Youth Affairs Section, Department of Education

Rev. Seán Sexton, National Youth Federation

National Youth Information Co-ordinator: Ms. Frances Newman

Minister's Message

I am delighted to have this opportunity to endorse the *Code of Standards for Youth Information Centres* which was drawn up by the National Youth Information Monitoring Committee and adopted by the Youth Affairs Section of my Department.

As Minister of State with special responsibility for Youth Affairs, I have a particular interest in ensuring that our young people are provided with the information and the skills necessary for them to make informed life choices and to fully participate in society at all levels. It follows that youth information constitutes an important component of any comprehensive youth service and, to this end, my Department has continued to support the development of the network of Youth Information Centres.

Of course, the information provided can have a bearing on crucial decisions in a young person's life, so it must be accurate, reliable and effectively communicated. This Code of Standards is designed to support information staff and their organisations in the achievement of these objectives and I believe that the accompanying registration system will provide a mark of quality that will serve to generate increased confidence among young people and those who work with them.

I am confident that the adoption of these standards will also facilitate the attainment of my Department's policy objectives in the area of youth information, as outlined in the White Paper, "*Charting Our Education Future*". These include the further development of the network, particularly in disadvantaged areas, the integration of centres into local youth services, the emphasis to be placed on outreach work and the involvement of volunteers from local communities. The White Paper also stresses the importance of evaluating services and I consider that these standards will provide an excellent basis for measuring the effectiveness of youth information provision across the network.

As Ireland assumes the presidency of the European Union, I am conscious that Youth Information Centres have a critical role to play in facilitating the mobility of young people by providing them with details on lifestyles, opportunities and contacts in other EU countries. In common with similar networks in other member states, they can also offer support to young visitors from abroad in order to help them through the initial period of adaptation to a new culture and environment.

In concluding, I would like to thank the National Youth Information Monitoring Committee and the National Co-ordinator for their work in seeking to ensure the provision of a service that bears the hallmark of quality. I would also like to extend my best wishes to those of you who provide youth information services in centres throughout the country. I feel sure that your dedication and commitment will guarantee continued success in meeting the information needs of our young people.

Bernard Allen, T.D.
Minister for Youth Affairs
July 1996

Foreword

The National Youth Information Monitoring Committee is very pleased to publish this Code of Standards for Youth Information Centres, which has been adopted by the Department of Education. These Standards are based on existing best practice, and are produced to enable Centres to achieve a quality service for young people into the future.

The information service, for which this Code of Standards has been developed, is firmly rooted in the youth sector which, in turn, is part of the non-formal education process. These Standards, therefore, relate not only to ready access to information by young people but also to the relevance of the medium to the individual concerned and to the wider community. The youth information service is equally conscious, in this context, of its role to alert young people to possibilities and choices available to them, so that decisions may be better informed. Youth Information Centres are beacons in the continuum of information, choice and decision. The Standards envision regular interaction with other sources of information, education and services to young people, thus adding value to the total education process.

I look forward to continued development of the Youth Information network within the common Code of Standards set out herein, and wish the Youth Information Centres continued success.

Pat Ryan
Chairman
National Youth Information Monitoring Committee

Contents

Introduction	i
Standards for Youth Information Centres	1
Appendix 1	
Youth Information Advisory Committee: Terms of Reference	7
Appendix 2	
Youth Information Centre Co-ordinator: Job Description	8
Appendix 3	
Classification System for Youth Information Centres	11
Appendix 4	
Youth Information Network	15

Introduction

Young people are growing up in a fast changing and complex world where they are confronted with many choices, conflicts, challenges and pressures. Often they have to make decisions, some of which will shape the rest of their lives. To do this effectively, they need reliable information on the options available.

Youth Information, in the context of the education process, aims to empower young people to make informed and responsible decisions about all aspects of their lives. By providing fast and easy access to a wide range of information in an informal, supportive environment, Youth Information Centres (YICs) enable young people to avail of opportunities, to develop their skills and abilities, to solve problems and to actively participate in society at local, national and international level.

The right to information is a fundamental human right for all citizens and is recognised in a number of international agreements and conventions such as the Universal Declaration of Human Rights, the Convention on the Rights of the Child, the ERYICA (European Youth Information & Counselling Agency) Charter, and Recommendation No R (90) 7 of the Council of Europe Concerning Information and Counselling For Young People in Europe.

Because access to information is a fundamental right which enables young people to make informed decisions about their lives, we must be concerned with ensuring that information services are of a quality and standard which will allow young people to exercise that right.

With this in mind, the National Youth Information Monitoring Committee (NYIMC) has developed a Code of Standards which sets out the core principles and procedures for the operation and evaluation of Youth Information services and which makes the service user (and potential user) the central focus of service delivery. The purpose of the Code, therefore, is to act as a benchmark for good practice, providing a framework for assessing the quality of services and the means of quality assurance for young people, information service managers and funding bodies.

The Standards which have been adopted by the Department of Education, on the recommendation of the NYIMC, cover the key elements which combine to produce an effective information service, while allowing for the uniqueness of each individual project. They are divided into the following 13 sections:

1. *Principles*
2. *Management*
3. *Finance*
4. *Premises*
5. *Personnel*
6. *Information Service/System*
7. *Opening hours*
8. *Publicity*
9. *Outreach*
10. *Educational Role*
11. *Liaison*
12. *Monitoring/Evaluation*
13. *Relationship with Youth Information Resource Unit*

Recognising that accurate information and the ability to source information is a prerequisite for participation and for access to services, facilities and opportunities, the Code also commits service providers to a pro-active approach to information provision and to the imparting of information skills. To this end, it is also concerned with strategies aimed at reaching non-users and groups with particular needs.

Designed initially for the existing network of Youth Information Centres, funded by the Youth Affairs Section of the Department of Education and administered by a variety of youth organisations, these Standards may also be applied to, and used to underpin the development and delivery of, other similar services.

Registration System

The Code of Standards will be used as the basis for a registration system for Youth Information Centres. The essential purpose and value of this register will be to give official recognition and a mark of quality to Youth Information Centres which comply with the Code, thereby helping to ensure public confidence in the service provided. The Department of Education has designated the National Youth Information Monitoring Committee as the registration body for Youth Information Centres.

The formal registration procedure will operate, as follows:

- The NYIMC will approve the registration of a Youth Information Centre on the recommendation of its registration sub-committee. The registration sub-committee will comprise Youth Information Centre Co-ordinator(s), nominated by the NYIMC, and representatives of the NYIMC and the Youth Information Resource Unit.
- The registration procedure for a Centre will involve written and/or oral presentations as well as a visit to the Centre, by or on behalf of the sub-committee. Registration will be subject to periodic reviews (normally every 2-3 years).
- A registered Centre may classify a satellite service as a 'Youth Information Point' provided the Centre is satisfied that appropriate standards are applied to the service. Section 1 of the Standards, at a minimum, must apply to any satellite service to be classified as a 'Youth Information Point'.
- There will be a right of appeal to the Department of Education in a situation where registration is not approved or is withdrawn.
- Registration may be withdrawn if, on any review, a Centre fails to meet the registration requirements. Such action will only be taken after every effort has been made by the Youth Information Resource Unit to support the Centre management in complying with the required Standards.
- Registration will entitle YICs to certain rights and oblige them to comply with the Code of Standards.

Rights of Registered Centres

Centres which comply with the Code of Standards will be entitled to:

- Registration - Registered Centres will receive a registration certificate;
- Use of the name '*Registered Youth Information Centre*';
- Use of YIC logo and promotional materials produced by the Youth Information Resource Unit;
- All services provided by the Youth Information Resource Unit.

It is hoped that, in promoting and recognising good practice, this Code of Standards and the accompanying Registration System will help guarantee the right of young people to quality information, in a manner which respects their dignity and promotes their autonomy, enabling them to make positive life choices and to fully participate in society at all levels.



Standards for Youth Information Centres

1.0 Principles

- 1.1** The service will be centred on the needs of young people and adopt a personalised approach.
- 1.2** The service will be impartial and non-judgmental, and the information given objective and free from bias.
- 1.3** The service will be open to all young people, without discrimination, and will seek to guarantee equality of access for all.
- 1.4** The information provided will be free of charge.
- 1.5** Confidentiality and respect for the anonymity of the user will be guaranteed (within the confines of the law).
- 1.6** The style of work will promote a warm, friendly, informal atmosphere.
- 1.7** The service will be non-directive and will promote the autonomy and empowerment of young people by enabling them to arrive at their own decisions and take their own actions.
- 1.8** The service will be independent and free of any political or commercial interest.
- 1.9** The service will be integrated with, or work in close co-operation with, local youth services.

2.0 Management

- 2.1** There will be a clear management structure for the service with responsibility for staffing, planning, development, financial control, premises and insurance.
- 2.2** The management will ensure that standards are maintained and registration requirements adhered to.
- 2.3** There will be a Youth Information Advisory Committee, composed of individuals with relevant experience and expertise. (See Terms of Reference at Appendix 1)

3.0 Finance

- 3.1** There will be financial provision, at a realistic level, to cover start-up and running costs for e.g. premises, staff, information materials, promotion, support services, furniture, equipment.

4.0 Premises

- 4.1** The Centre will be conveniently located in an area frequented by young people.
- 4.2** The Centre will be physically accessible, aiming to have a shopfront, ground floor premises, with facilities for people with disabilities.
- 4.3** The Centre will be clearly identifiable and well signposted with attractive window displays (where possible) highlighting the themes of the service.
- 4.4** The Centre will have an open, welcoming reception area and good physical layout. The layout will encourage browsing, have a display area, and provide adequate seating and writing facilities for users.
- 4.5** The design and layout will be visually appealing and attractive to young people, with some information available on open access and on noticeboards.
- 4.6** Facilities will be provided for those who wish to have their enquiries dealt with in private.
- 4.7** Efforts will be made to accommodate information related activities e.g. workshops, seminars, exhibitions.

5.0 Personnel

- 5.1** Clear and effective recruitment/selection procedures will be implemented to ensure the employment of suitably qualified personnel (both paid and non-paid).
- 5.2** Personnel selected will be able to identify with, and relate to, young people.
- 5.3** A suitably qualified worker will be employed to co-ordinate the information service.
- 5.4** There will be written job descriptions for all workers which clearly set out the responsibilities and commitment required. Lines of responsibility will be clear and laid out in written form. (See recommended job description for Centre Co-ordinator at Appendix 2).
- 5.5** Resources will be sought to recruit sufficient workers to meet the needs of all young people in the catchment area served, to allow the full extent of the required service to be provided, and to prevent long waiting periods for users.
- 5.6** All workers will undertake appropriate training and be adequately supervised and supported. Attention will be paid to their developmental needs.
- 5.7** Induction/basic training will be provided for all new staff.
- 5.8** Management will assess training needs and ensure that staff avail of relevant training courses on an ongoing basis.
- 5.9** Workers will be kept up to date with changes in the information field through regular meetings and by encouraging the reading of relevant material, and attendance at relevant seminars, workshops and conferences.



6.0 Information Service/System

- 6.1** The information service will be generalist, providing information on subjects of interest to young people and those who work with them.
- 6.2** Information needs in the community will be identified and continuously monitored.
- 6.3** A comprehensive information stock will be maintained, and filed according to the NYIMC Classification System. (See copy at Appendix 3)
- 6.4** The information will be available in a variety of formats (and languages, if possible) to suit the different needs, literacy levels and preferences of users (e.g. files, reference books, leaflets, magazines, videos, computers, noticeboards).
- 6.5** The information provided will be accurate, complete, up to date and available at the right time.

7.0 Opening Hours

- 7.1** The service will be available at times convenient to young people and to suit local needs (ideally full-time - with lunchtime and evening opening, if possible).
- 7.2** The hours of opening will be displayed and publicised.
- 7.3** The Centre will be open and staffed at the publicised times.

8.0 Publicity

- 8.1** The Centre will be well publicised, and a variety of media and methods of contact will be used, regularly, to promote a positive image of the service and to make people aware of its existence and the benefits of its services.

9.0 Outreach

- 9.1** Efforts will be made to reach non-users and to make the service psychologically accessible to all sections of the community.
- 9.2** Particular service users and less advantaged groups will be identified and targeted.
- 9.3** Outreach services will be provided to bring information to young people in their own territory, or to remote, isolated areas.

10.0 Educational Role

- 10.1** The service will be pro-active in alerting young people to the services, facilities and opportunities available to them, rather than a passive one which merely responds to expressed demand.
- 10.2** The educational role will extend beyond direct work with individuals to the wider community.
- 10.3** The service will aim to involve young people in the operation of the service and to equip young people with information skills.

11.0 Liaison

- 11.1** Regular contacts and working relationships will be developed with other relevant voluntary/statutory agencies to which users will be referred when necessary.

12.0 Monitoring/Evaluation

- 12.1** A monitoring and evaluation system will be operated as a means of ensuring accountability to users, management and funding bodies.
- 12.2** Adequate records will be kept of services, activities and usage to facilitate analysis and provide feedback for future developments as well as on issues affecting young people.
- 12.3** The Centre will produce an Annual Report and accounts.
- 12.4** The work of the Centre will be reviewed regularly to assess performance against stated objectives.
- 12.5** The assessment will be qualitative as well as quantitative.
- 12.6** There will be a user feedback system.



13.0 Relationship with Youth Information Resource Unit

- 13.1** The Centre will participate in the co-ordinating activities, organised by the Youth Information Resource Unit.
- 13.2** The Youth Information Resource Unit will be informed of senior personnel movements in the Centre, and will be provided with a list of all information workers, if requested.
- 13.3** The Youth Information Resource Unit will be consulted if any factor arises which would affect the nature or quality of the service being provided.



Appendix 1



Youth Information Advisory Committee

Terms of Reference

1. To advise the Youth Service management body on the development of the youth information service
2. To support the operation of the Youth Information Centre in the light of current and emerging needs and in relation to the *Code of Standards for Youth Information Centres*
3. To encourage and promote co-operation and joint activity with other relevant agencies/specialists working in the youth field



Appendix 2



Youth Information Centre Co-ordinator

Job Description

1. Job Title:

Youth Information (Centre) Co-ordinator

2. Job Summary:

To develop and co-ordinate a Youth Information Centre/service aimed at providing an effective and relevant service to young people in (designated area) and those who work with them

3. Responsible/Reports To:

Youth Service Director

4. Responsibilities:

Planning and Development

4.1 Plan, co-ordinate and evaluate the information service

4.2 Identify the information needs of young people in (designated area) and those who work with them

- 4.3 Ensure the provision of a relevant and effective information service in an atmosphere and setting attractive to young people
- 4.4 Develop relevant outreach and other information-related activities
- 4.5 Keep up-to-date with issues affecting, and services and opportunities for, young people
- 4.6 Keep abreast of youth information developments at local, national and international levels
- 4.7 Monitor the quality, and record the take-up, of the services provided
- 4.8 Identify emerging and changing needs, and draw up proposals for/initiate new developments

Personnel

- 4.9 Support and supervise other information workers, both paid and voluntary
- 4.10 Ensure that all information workers are aware of the organisation's policies and are working in accordance with good practice principles and guidelines
- 4.11 Evaluate individual and collective training needs and organise/make arrangements for relevant training and development programmes for information workers
- 4.12 Organise regular meetings to keep information workers up-to-date on information changes and other developments
- 4.13 Implement procedures for the recruitment and selection of information workers
- 4.14 Organise/arrange for induction/training for all new workers
- 4.15 Delegate work, as appropriate, and arrange for the staffing of the Centre during the advertised hours

Administration

- 4.16 Identify appropriate information sources and organise the collection of a comprehensive and regular supply of relevant information materials
- 4.17 Ensure the development, implementation and monitoring of appropriate systems for e.g. information storage, retrieval, updating, as well as recording and reporting systems

- 4.18 Produce annual, and other reports and submissions, as required
- 4.19 Service meetings of the Youth Information Advisory Committee
- 4.20 Oversee the maintenance of equipment and premises

Liaison/Publicity/Promotion

- 4.21 Develop and maintain contacts and working relationships with the local community and with other relevant agencies and individuals at local and national levels
- 4.22 Publicise, promote and represent the information service
- 4.23 Liaise with the Youth Information Resource Unit
- 4.24 Deal with complaints/representations from users or other sources

Finance

- 4.25 Maintain a financial system and identify new funding sources and other resources
- 4.26 Draft submissions and annual budget proposals as well as applications for grant aid from statutory and voluntary bodies

Other

- 4.27 Carry out such other related tasks as may be assigned from time to time by the Youth Service Director



Appendix 3



Classification System for Youth Information Centres

1. Accommodation

- 1.1 accommodation (general)
- 1.2 private rented accommodation
- 1.3 housing options
- 1.4 short-stay accommodation
- 1.5 campus accommodation
- 1.6 homelessness
- 1.7 home improvements
- 1.8 landlord/tenant rights
- 1.9 meeting/conference facilities

2. Careers

- 2.1 careers (general)
- 2.2 careers (a-z)
- 2.3 graduate careers
- 2.4 occupational guidance services

3. Education

- 3.1 education (general)
- 3.2 college application (general)
- 3.3 college application (CAO/CAS)
- 3.4 college prospectuses - Irish (a-z)
- 3.5 college prospectuses - U.K. (a-z)
- 3.6 college prospectuses - other (a-z)

- 3.7 adult education
- 3.8 correspondence/distance education
- 3.9 education agencies (a-z)
- 3.10 exam preparation
- 3.11 language courses (English)
- 3.12 language courses (Irish)
- 3.13 language courses (TEFL)
- 3.14 language courses (other)
- 3.15 literacy programmes
- 3.16 overseas students
- 3.17 postgraduate studies
- 3.18 post Leaving Certificate (PLC) Courses
- 3.19 pre-school education
- 3.20 repeat Leaving Certificate
- 3.21 schools/colleges: lists
- 3.22 student finance
- 3.23 studying abroad (U.K.)
- 3.24 studying abroad (non U.K.)
- 3.25 summer courses
- 3.26 third level foundation courses

4. Employment & Training

- 4.1 employment (general)
- 4.2 apprenticeship
- 4.3 aptitude testing
- 4.4 CERT
- 4.5 co-operatives
- 4.6 employment agencies
- 4.7 employment equality
- 4.8 employment: people with disabilities
- 4.9 employment rights
- 4.10 employment/training schemes
- 4.11 FÁS
- 4.12 FORBAIRT
- 4.13 FORFÁS
- 4.14 IDA IRELAND
- 4.15 health & safety at work
- 4.16 job hunting/interview techniques
- 4.17 seasonal/temporary work
- 4.18 self employment
- 4.19 TEAGASC
- 4.20 trade unions
- 4.21 unemployment
- 4.22 voluntary work (Ireland)

5. Environment

- 5.1 environment (general)
- 5.2 animal/wildlife
- 5.3 conservation
- 5.4 ENFO
- 5.5 environmental organisations (a-z)
- 5.6 environmental programmes
- 5.7 local/global environment
- 5.8 recycling

6. Europe

- 6.1 Europe (general)
- 6.2 European Union (general)
- 6.3 EU programmes for young people
- 6.4 European organisations (a-z)

7. Finance

- 7.1 finance (general)
- 7.2 budgeting/saving
- 7.3 credit
- 7.4 debt
- 7.5 funding sources for youth and community groups
- 7.6 fundraising
- 7.7 insurance
- 7.8 taxation

8. Health/Personal Support Services

- 8.1 health services (general)
- 8.2 adoption
- 8.3 alcohol/drug treatment
- 8.4 bereavement
- 8.5 bullying
- 8.6 cancer
- 8.7 childcare
- 8.8 childcare agencies (a-z)
- 8.9 child/sexual abuse
- 8.10 counselling services
- 8.11 counselling services: marriage
- 8.12 family problems
- 8.13 fostering
- 8.14 gambling
- 8.15 health insurance
- * 8.16 health organisations (a-z)
* File under subject e.g. epilepsy
- 8.17 healthy lifestyles
- 8.18 hiv/aids
- 8.19 mental health
- 8.20 people with disabilities
- 8.21 pregnancy/family planning
- 8.22 rape
- 8.23 relationships/sexuality
- 8.24 sexually transmitted diseases
- 8.25 single parents

9. Law & Justice

- 9.1 justice issues (general)
- 9.2 citizenship
- 9.3 civil liberties
- 9.4 consumer rights
- 9.5 legal advice/aid services
- 9.6 legal rights
- 9.7 ombudsman
- 9.8 prisoners/young offenders
- 9.9 racism

10. Leisure

- 10.1 arts and crafts
- 10.2 competitions/awards
- 10.3 dance
- 10.4 drama
- 10.5 entertainment/events guides
- 10.6 hobbies/pastimes
- 10.7 literary pursuits
- 10.8 music
- 10.9 pen pal services
- 10.10 social clubs
- 10.11 summer activities

11. Local

- 11.1 local information (general)
- 11.2 area information (a-z)
- 11.3 clubs & organisations
- 11.4 entertainment/what's on
- 11.5 local history
- 11.6 local services
- 11.7 local transport
- 11.8 places of interest

12. Organisations - Miscellaneous (A-Z)**13. Social/Political Issues**

- 13.1 development (general)
- 13.2 development agencies (a-z)
- 13.3 development education programmes
- 13.4 elderly
- 13.5 politics
- 13.6 poverty
- 13.7 spirituality
- 13.8 travellers
- 13.9 women

14. Social Welfare**15. Sport**

- 15.1 sport (general)
- 15.2 sports (a-z)
- 15.3 sports events
- 15.4 sports scholarships/financial aid
- 15.5 adventure centres

16. Tourism: Ireland

- 16.1 tourism: Ireland (general)
- 16.2 camping/caravanning
- 16.3 dining out
- 16.4 entertainment
- 16.5 holiday activities
- 16.6 hostelling: Ireland
- 16.7 maps
- 16.8 tours/places of interest
- 16.9 tourist accommodation
- 16.10 tracing ancestors

17. Travel & Migration

- 17.1 migration (general)
- 17.2 accommodation abroad
- 17.3 au-pairing
- 17.4 countries (a-z)
- 17.5 exchange/homestay programmes:
Léargas
- 17.6 exchange/homestay programmes:
Co-operation North
- 17.7 exchange/homestay programmes:
Interculture Ireland
- 17.8 exchange/homestay programmes:
others
- 17.9 holidays abroad
- 17.10 hostelling abroad
- 17.11 immigration
- 17.12 summer work abroad (general)
- 17.13 travel/identity cards

- 17.14 travel operators (a-z)
- 17.15 travel preparation
- 17.16 volunteer work abroad

18. Youth Work

- 18.1 youth (general)
- 18.2 youth work (general)
- 18.3 youth organisations: Irish (a-z)
- 18.4 youth organisations:
international (a-z)
- 18.5 youth information (general)
- 18.6 youth information (Ireland)
- 18.7 youth work programmes/
resource materials
- 18.8 youth club management
- 18.9 film/video/equipment hire



Appendix 4

Youth Information Network

Youth Information Centres provide a free information service, in specially designed premises, to young people and those who work with them on a wide range of subjects including careers, education, employment matters, rights and entitlements, leisure, sport, travel and European affairs. Administered by a variety of youth organisations, they are mainly funded by the Youth Affairs Section of the Department of Education from National Lottery proceeds.

The National Youth Information Monitoring Committee (NYIMC) advises the Department of Education on the development of the youth information service and oversees the provision of support services to the national network of Youth Information Centres. The NYIMC is composed of representatives of the organisations involved in the delivery of youth information services, local Vocational Education Committees (VECs) and the National Youth Council of Ireland.

NYIMC Terms of Reference

- (1) *To advise the Department of Education on*
 - *appropriate services, standards, and support mechanisms*
 - *funding requirements*
 - *evaluation criteria**for Youth Information services in receipt of Department of Education financial aid*
- (2) *To propose to the Department, following such consultation as the Committee deems appropriate, development of, and improvements to, the network of Youth Information services and to be consulted by the Department prior to any extension of the network and in relation to proposals for the areas listed at (1)*
- (3) *To monitor the work of the National Youth Information Co-Ordinator*
- (4) *To act as the registration body for Youth Information Centres*

The NYIMC is also the Irish member of ERYICA (European Youth Information & Counselling Agency)

The Youth Information Resource Unit, which is located in the Department of Education, provides a range of support services to local Youth Information Centres. These include training, consultancy, a clearing house for information materials, a forum for practitioners, publicity/promotion, computer support and representation.



The Youth Information Resource Unit is managed by the National Youth Information Co-ordinator who also services the work of the NYIMC.

**YOUTH INFORMATION RESOURCE UNIT,
Hawkins House (11th Floor), Hawkins Street, Dublin 2
Tel.01-873 4700 Ext. 2514 or 01-878 8595 • Fax 01-671 5270**