

Quality in youth work

Infosheet

Quality development and assurance are fixed components of children and youth work. Standards and assessment tools such as self-evaluation and impact assessment are used to take into account the needs of the increasingly complex field of action as well as possible. High quality services and qualified staff working in youth work are particularly important when dealing with young people. Since youth work covers a wide range of different tasks and activities, this pedagogical field of action has various quality assurance “tools”.

In 2013, the Council of the European Union published conclusions on the contribution of quality youth work to the development, well-being and social inclusion of young people. With the handbook on “Improving youth work – your guide to quality development”, published in 2017, the European Commission provides suggestions for systematic quality development in youth work.

All federal youth organisations that receive basic funding according to the Federal Youth Promotion Act (B-JFG) are obliged to carry out continuous quality assurance measures and document these.

With the adjustment in the budget law reform and the focus on impact that this entails, the government is committing to integrate the effects and benefits that politics and administration want to achieve into the budget. Therefore, the use of tax money and the resulting outcomes are recorded in a transparent and public manner. In order to do this, figures on youth work are collected by the Federal Chancellery on an annual basis.

The Centre of Competence for Open Youth Work in Austria distinguishes between clients, system partners and those working in youth work in the quality handbook “Quality Dialogues”.

The National Network of Youth Information Centres in Austria defines a catalogue of quality criteria and quality standards for youth information at a national and international level.

The Working Group on Participation – a working group of all provincial youth departments in the provinces and South Tyrol, the National Youth Council, the National Network of Youth Work and the Federal Chancellery – developed standards and quality criteria for youth participation. The working group also provides a guideline for evaluating participation projects.

aufZAQ certifies education and training courses for people active in youth work taking into account the competence framework for youth work in Austria and South Tyrol. The Federal Chancellery, the Austrian provincial youth departments and the Youth Work Department in South Tyrol confirm that the certified programmes are high quality educational programmes in the non-formal field.

Further information

- [Working Group on Participation \(in German only\)](http://www.jugendbeteiligung.at/) www.jugendbeteiligung.at/
- [aufZAQ – Competence Framework for Children and Youth Work](http://www.aufzaq.at/wp-content/uploads/aufZAQ_Compentence_Framework.pdf) www.aufzaq.at/wp-content/uploads/aufZAQ_Compentence_Framework.pdf
- [aufZAQ – certified quality of non-formal education in youth work](http://www.aufzaq.at/english/) www.aufzaq.at/english/
- [Federal Youth Promotion Act \(B-JFG\)](http://www.women-families-youth.bka.gv.at/youth/youth-promotion/federal-youth-promotion.html) www.women-families-youth.bka.gv.at/youth/youth-promotion/federal-youth-promotion.html
- [National Network of Youth Information Centres in Austria \(BÖJI\)](http://www.jugendinfo.at/ueber-uns/about-us/) www.jugendinfo.at/ueber-uns/about-us/
- [Centre of Competence for Open Youth Work in Austria \(bOJA\)](http://www.boja.at/english/) www.boja.at/english/
- [Handbook on “Improving youth work – your guide to quality development”](http://publications.europa.eu/en/publication-detail/-/publication/94f52c00-28bo-11e7-ab65-01aa75ed71a1/language-en) publications.europa.eu/en/publication-detail/-/publication/94f52c00-28bo-11e7-ab65-01aa75ed71a1/language-en
- [Youth figures \(in German only\)](http://www.frauen-familien-jugend.bka.gv.at/jugend/jugendforschung/jugendkennzahlen.html) www.frauen-familien-jugend.bka.gv.at/jugend/jugendforschung/jugendkennzahlen.html
- [Austrian Youth Strategy](http://www.women-families-youth.bka.gv.at/youth/youth-strategy.html) www.women-families-youth.bka.gv.at/youth/youth-strategy.html
- [Council conclusions on the contribution of quality youth work to the development, well-being and social inclusion of young people](http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52013XGo614(02)&from=DE) [eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52013XGo614\(02\)&from=DE](http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52013XGo614(02)&from=DE)

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The task of the Youth Competence Centre is to implement and coordinate the Austrian Youth Strategy and provide data and facts on youth policy and youth work. Among other ways, this is done in the form of infosheets as short and concise overviews of individual topics.

If you have any suggestions about the infosheets, please contact jugendstrategie@bka.gv.at