

## Quality in youth work

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.

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 “Quality criteria for child and youth participation” of the National Working Group on Youth Dialogue and Participation describe the issues that each participation project needs to address at the start in 13 points. The working group also provides a guideline for evaluating participation projects.

aufZAQ certifies in consideration of the competence framework for youth work in Austria for persons who are active in youth work. The Federal Chancellery and the Austrian provincial youth departments thus confirm that the certified programmes are high quality educational programmes in the non-formal sector.

## Further information

- [Quality criteria for child and youth participation \(in German only\)](https://jugendbeteiligung.at/grundlagen/#qualitaetskriterien)  
jugendbeteiligung.at/grundlagen/#qualitaetskriterien
- [aufZAQ – Competence Framework for Children and Youth Work](https://www.aufzaq.at/wp-content/uploads/aufZAQ_Competence_Framework.pdf) www.aufzaq.at/wp-content/uploads/aufZAQ\_Competence\_Framework.pdf
- [aufZAQ – certified quality of non-formal education in youth work](https://www.aufzaq.at/english/) www.aufzaq.at/english/
- [Federal Youth Promotion Act \(B-JFG, in German only\)](https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20001058)  
https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20001058
- [National Network of Youth Information Centres in Austria \(BÖJI\)](https://www.jugendinfo.at/ueber-uns/about-us/) www.jugendinfo.at/ueber-uns/about-us/
- [Quality manual for open youth work \(2021, in German only\)](https://www.boja.at/sites/default/files/downloads/2022-01/Handbuch_mitCover.pdf)  
www.boja.at/sites/default/files/downloads/2022-01/Handbuch\_mitCover.pdf
- [Handbook on “Improving youth work – your guide to quality development”](https://publications.europa.eu/en/publication-detail/-/publication/94f52c00-28b0-11e7-ab65-01aa75ed71a1/language-en)  
publications.europa.eu/en/publication-detail/-/publication/94f52c00-28b0-11e7-ab65-01aa75ed71a1/language-en
- [Council conclusions on the contribution of quality youth work to the development, well-being and social inclusion of young people](https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52013XG0614(02)&from=DE)  
eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52013XG0614(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. If you have any suggestions, please contact [jugendstrategie@bka.gv.at](mailto:jugendstrategie@bka.gv.at)