



2022

QUALITY CHECKLIST

FOR RESIDENTIAL EDUCATIONAL CENTRES

This Quality Checklist is a self-assessment guide for Residential Educational centres (REC) across Europe as well as a guide for organisations about to set up/build a REC.

ABOUT YOUTH INN

'Youth INN - European Youth Work in Residential Educational Centres' was a two-year partnership among seven Residential Educational Centres (RECs) across Europe. All centres were and are working in the field of European youth work - as organisations offering European educational opportunities such as youth exchanges, training courses and volunteering services, as trainers and as those promoting the European programmes and cross-border mobilities.

What unites all of us in a specific way is the fact that we hold a residential centre. So whilst working in a very mobile area of work, all of us are 'bound' by the fact that we have an actual physical space that needs to be filled with life.

As all of our seven centres offered (and still offer) very different educational programmes for different young target groups and with a focus on different topics, we did not try ourselves in defining our work. However, we are united by the following facts:

- ✔ we offer European educational programmes, mainly for youth and youth workers;
- ✔ we offer hosting services, including accommodation, catering and renting out rooms.



Each country has a different term for our work and the translation of these terms to English might not grasp our work in its complexity. Therefore we agreed to call ourselves Residential Educational Centres for the benefit of this partnership and this Quality Checklist.

On the following pages, you will find the result of a two-year process. We attempted to gather quality criteria that should define our own work as a REC but also that of other centres across Europe that would consider themselves to be REC. Each of the seven categories in this Quality Checklist is substantiated with a number of quality criteria and we believe that it is necessary to work towards meeting all of them.

The term 'venue' in the Quality Checklist refers to a Residential Educational Centre providing services for hosting educational events by others or venue staff organising activities themselves. Our focus whilst writing and editing this Quality Checklist was always the combination of these two: hosting and educational services. This Quality Checklist is meant to be a self-assessment guide for RECs across Europe as well as a guide for organisations about to set up/build a REC.

TOPICS IN THE CHECKLIST



RESIDENTIAL ASPECTS



SUSTAINABILITY



OUTREACH TO THE LOCAL COMMUNITY



EDUCATIONAL PROGRAMMES



WORKING WITH DIVERSE GROUPS



STAFF MANAGEMENT



FINANCIAL MANAGEMENT

RESIDENTIAL ASPECTS

HOSTING GROUPS AND NON-FORMAL LEARNING EVENTS








THE VENUE:

-  offers accommodation for groups, serving their needs of living and resting
-  is suitable for non-formal learning and facilitates experiential learning activities
-  is flexible to agree on timing based on the schedule of the activity programme
-  is flexible in terms of accommodation and meal arrangements
-  offers quality food and responds well to special dietary needs
-  has a clear contact point (i.e. a reception desk or a person)
-  offers shared responsibility for housekeeping between participants, activity organisers and own staff
-  offers leisure spaces and/or activities (e.g. books, games, sports equipment)
-  has a space for participants to express their impressions

ECOLOGICAL SUSTAINABILITY



THE VENUE:

-  follows a sustainable approach to food and food waste
-  has in place a proactive approach towards energy efficiency
-  demonstrates a practice of reusing, recycling, refurbishing, redoing
-  transparently and actively informs its clients of venue policies and approaches towards sustainability
-  encourages sustainable travel options

OUTREACH TO

THE LOCAL COMMUNITY/WORKING WITH THE LOCAL COMMUNITY



THE VENUE:






-  collects the needs and offers local, national and international programmes based on those needs
-  utilises international experiences to improve local services and programmes
-  offers their space to organisations/informal groups/youth from the community
-  offers their expertise to the quality development of educational programmes
-  provides employment for the local community in all areas of its work, including fostering the next generation (i.e. internships, volunteering)
-  offers a safe space for dialogue among community members
-  actively promotes the exchange of good practices with other centres

EDUCATIONAL PROGRAMMES

IF A VENUE PROVIDES NON-FORMAL EDUCATION AND YOUTH WORK SERVICES, THERE ARE A FEW IMPORTANT ASPECTS TO CONSIDER TO ENSURE QUALITATIVE EDUCATIONAL SERVICES.









THE VENUE:

-  has a regular infopoint about the venue and the educational programmes implemented (in-person or digital)
-  has a list of qualified trainers and collaborators in charge of delivering educational programmes
-  provides appropriate basic equipment and materials
-  designs regular educational programmes following both a participatory and an experiential learning approach
-  promotes the quality of educational activities and provides the necessary support for those implementing non-formal education in the venue

WORKING WITH DIVERSE TARGET GROUPS



THE VENUE:

-  staff has awareness and willingness to support with accessibility options
-  is transparent about possible opportunities and limits to be accessible for some of the participants
-  has tools/instruments to collect info about the needs of participants
-  has a responsible person for logistics and support for organisers of educational or youth work activities
-  includes diversity aspects in communication content
-  communicates openness and experience in hosting events for diverse groups

STAFF MANAGEMENT






THE VENUE:

- ✓ staff is competent to provide services according to the agreed standard and principles
- ✓ staff shows supportive attitude towards non-formal learning activities
- ✓ management ensures fair working conditions for their staff
- ✓ management ensures a smooth onboarding process for new employees
- ✓ can ensure specific training and preparation of educational staff according to the agreed standard and principles
- ✓ has a clear system of accountability, giving more transparency - staff knows who is doing what
- ✓ staff has shared knowledge about major goals and activities of the venue
- ✓ has a code of conduct/ethics for the staff, but also for incoming groups (e.g. no hate speech, no discrimination)

FINANCIAL MANAGEMENT



THE VENUE:

-  has adequate practices of financial planning and management and aims to ensure long-term sustainability of the venue
-  ensures diverse revenue streams through a range of networking and marketing efforts
-  applies different pricing policies depending on clients' connection to the purpose of the venue



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<https://www.facebook.com/daugirdiskes/>



Timis County Youth Foundation (FITT)

<https://www.facebook.com/fitt.timisoara>



Pokret Gorana Vojvodine

<https://www.facebook.com/ekoloskicentar>



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