



GWAITH IEUENCTID A CHYMUNED
SAFONAU ADDYSG AC HYFFORDDIANT

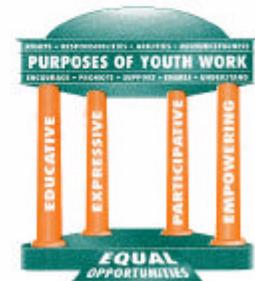
YOUTH AND COMMUNITY WORK
EDUCATION AND TRAINING STANDARDS

A “handy” Guide to Self Assessment

FOR
YOUTH
WORKERS

QUALITY STANDARDS

 Cyngor Ieuenctid Cymru
Wales Youth Agency



WHAT IS IT?

- The “handy” guide has been produced by the Wales Youth Agency with a view to improving the understanding of ‘Youth Work Practice’ and therefore improving the quality of Youth Work in Wales.
- Its aim is to be a set of guidelines for good practice self assessment and quality standards in Youth Work. The document can be used as a quick reference for practitioners in Youth Work and related fields.
- This booklet should help youth workers to identify current policy and procedures in terms of curriculum, staff developments, training, planning, monitoring, evaluation, state of premises, resources, materials partnerships and bilingualism.
- This booklet should be used as an Aide-Memoir reminder of your interpretation of your project/centre in its development.
- This document is not a rigid set of rules but does provide a structure for taking the above into consideration.
- This document will assist youth workers to develop action plans.

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WHY HAVE SUCH A DOCUMENT?

- Youth Workers have needs that must be met if they are to perform their work effectively to meet the needs of young people and they need to be respected and valued for the work they do
- Youth workers need to understand the principles and practices of contemporary youth work in Wales
- Youth workers have a valuable contribution to make to provide input into the organisation in which they work, through regular meetings with management and colleagues.
- Youth workers need to share good practice with colleagues.
- Youth workers should be assisted in understanding the role of the Wales Youth Agency and other organisations working with young people through induction and further training.
- Youth workers should have access to networks for self-reflection and development including training, information and skill sharing to promote good practice.
- Youth workers should be able to have access to appropriate training, information and qualifications.
- Youth workers need a clear understanding by managers and colleagues of the relevant policies and legislation and issues such as, (The Children Act, Health and Safety and Equal Opportunities etc.).
- Youth workers themselves need recognition, respect, representation and opportunities to develop personally and professionally.
- Youth workers need to understand the role of Estyn (OHMI) Inspectors and to understand the Guidelines for the Common Inspection Framework for Education and Training.
- They need opportunities for rest and self-expression and dealing with the stresses of the job.

WHO IS IT FOR?

- Full-time Youth Workers
- Part-time Youth Workers
- Volunteers
- Youth Club Members
- Any others involved in the delivery of Youth Work Practice

CONTENT

In order to ensure that the Youth Service is delivering in line with Estyn Guidelines and the Curriculum Statement for Wales the following quality indicators have been compiled in the form of objectives, which enable staff to identify key issues and formulate progressive strategies. The purpose of the document is principally as a training tool in the development of the self-assessment process.

The quality indicators have been categorised under the following headings in order to allow staff to focus on the respective areas of work.

1. Curriculum Development
2. Methodology
3. Staff Development
4. Training
5. Management
6. Planning, Monitoring, Assessment and Evaluation
7. Premises, Resources and Materials
8. Health Promotion
9. Partnerships
10. Bilingual Youth Work

The document headings are further divided into three sections. The first list identifies all the quality indicators, which relate to that area of work. The second column is provided for you to record the evidence that you have available for each aspect. The third column allows you to score from 1 - 5 the grading you feel appropriate.

Estyn Grades

1. Good with outstanding features
2. Good features and no major shortcomings
3. Good features outweigh shortcomings
4. Important shortcomings outweigh good features
5. Many important shortcomings

Every effort has been made to compile a comprehensive list of issues, if however you recognise the absence of key indicators I should be very grateful if you would contact me in order that the salient point can be added for the benefit of colleagues in Wales.

If you use this document the Education Training Standards Committee would appreciate your views on the way forward.

CURRICULUM DEVELOPMENT (CD)

QUALITY INDICATOR	EVIDENCE	GRADE
1. Does the curriculum and practice in your centre/club/unit reflect the Youth Work Curriculum Statement for Wales?		
2. Does your centre/club/unit have an effective operational plan?		
3. Who ensures the operational plan is delivered? Have targets been achieved?		
4. Do you use a variety of youth work methods to deliver the needs of young people in your centre/club/unit?		
5. Do you provide accredited programmes?		
6. Do you ensure that young people have the opportunity to progress and improve their skills and increase their knowledge by providing evidence of work i.e portfolios?		
7. Do you provide opportunities to promote young people's achievements through the media?		
8. Do you promote bilingual activities that promote the use of the Welsh Language?		
9. Do you arrange activities that increase the knowledge of the Culture of Wales?		
10. Do you provide a safe, warm and fun environment that ensures young people are welcomed and feel comfortable?		
11. Do you have provision for young people with special needs and create opportunities for integration?		
12. Do you provide opportunities for young people to work on an individual basis and part of a team?		
13. Do you assist young people to organise a series of events for themselves and their peers?		
14. How do you ensure young people develop the confidence to speak on behalf of their peers at meetings and functions?		

15.	Do you offer a programme of activities in line with the Youth Work Curriculum Statement for Wales?		
16.	Do you enable young people to participate through discussion and self expression?		
17.	Do you provide opportunities for young people to have fun and enjoyment?		
18.	Do you provide opportunities for young people to have relevant information?		
19.	Do you provide young people with access to the Arts?		
20.	Do you challenge young people's negative attitudes and share opinions on equal opportunities?		
21.	Do you encourage young people to organise community projects and events?		
22.	Do you provide young people with the opportunities to access national competitions and events?		
23.	Do you help young people understand the impact that personal and social development has on the quality of their lives?		
24.	How do you assist young people to gain confidence and raise self-esteem?		
25.	Do you provide opportunities for young people to become involved in their community?		
26.	Do you consult young people about your centre/club/unit aims and objectives e.g annual report?		
27.	Do you encourage young people to contact organisations to help other young people in your centre/club/unit?		
28.	Do you encourage contact with young people from different communities, towns and countries?		
29.	Do you have a system of referring young people to specialists?		

30.	Do you motivate young people to make effective use of their time?		
31.	Do you encourage young people to seek employment and prepare them for effective participation in the workplace?		
32.	Do you encourage young people to become reliable and punctual?		
33.	Do you encourage young people to behave responsibly and have respect for themselves and others?		
34.	Do you promote equality of opportunity and actively address issues of gender, race, disability and equality? (See Equal Opportunities section)		
35.	Do you provide opportunities to raise their levels of basic skills?		
36.	Do you raise young people's awareness of their right and responsibilities?		

METHODOLOGY (M)

	QUALITY INDICATOR	EVIDENCE	GRADE
1.	Do you deliver outdoor educational activities?		
2.	Do you provide residential experience for young people?		
3.	Do you provide peer education programmes?		
4.	Are young people involved in the preparation and planning process for educational trips and visits?		
5.	Do you ensure that young people have access to national and international youth exchanges?		

STAFF DEVELOPMENT (SD)

QUALITY INDICATOR	EVIDENCE	GRADE
1. Do you provide all staff with an induction programme?		
2. Do you provide staff with regular-recorded supervision sessions?		
3. Do you provide staff with an opportunity to have job appraisal?		
4. Do you arrange regular full and part-time staff team meetings?		

TRAINING (T)

QUALITY INDICATOR	EVIDENCE	GRADE
1. Do your full-time and part-time staff have access to a training programme?		
2. Do you have multi-agency approach to your training programmes?		
3. Do you ensure that all staff receive training in programme planning, monitoring and evaluation?		
4. To raise an awareness for the need of self-assessment.		
5. Do you provide staff with a basic knowledge of health and safety procedures?		

PLANNING, MONITORING, ASSESSMENT AND EVALUATION (PMAE)

QUALITY INDICATOR	EVIDENCE	GRADE
1. Do you have an effective project planning process?		
2. Do you have records of activities you have completed?		
3. Do you record levels of participation?		
4. Do you consult with all staff to contribute to the development of evidence based youth work?		
5. Do you monitor and record young people views on the delivery of a programme?		
6. Do you record and respond to staff's views and recommendations on the development of the service?		
7. Do you ensure that all records including Health and Safety are completed and steered in accordance with data protection?		
8. Do you display the work of young people?		
9. Has your centre/club/unit carried out a community profile of an area in order to assess young people and community needs?		
10. Do you keep records of membership?		
11. How do you recognise and record the achievements of young people in your centre/club/unit?		
12. How do you ensure that you meet young people's individual needs?		

PREMISES, RESOURCES AND MATERIALS (PRM)

QUALITY INDICATOR	EVIDENCE	GRADE
1. Do you have training in implementing relevant legislation regarding your centre/club/unit?		
2. Do you provide clean, warm and safe environment?		
3. Do you ensure effective maintenance, care and accounting of resources and materials?		
4. Do you maximise the use of resources and materials?		
5. Do you ensure correct and safe use of resources and materials?		
6. Do you have designated youth work display boards on walls of facilities used by young people?		

HEALTH PROMOTION (HP)

QUALITY INDICATOR	EVIDENCE	GRADE
1. Are you aware of current local and national research on young people's health?		
2. Do you have a policy for Health Education that includes statements on smoking, sex, relationships, drugs, alcohol and emotional well being?		
3. Is there a strategy for the development of Health Education that is broad and progressive?		
4. Have you identified current staff skills and experience?		
5. Have you appointed a key member of the staff team to be responsible for co-ordinating the development of health education within the organisation?		
6. Do you provide all youth workers with a health education awareness programme?		
7. Have you established partnerships with other health specialists in order to support the development of health education in your centre/club/unit?		
8. Do you have an allocated budget for the purchase of equipment for the development of health education?		
9. Do you have information and resources from external health organisations?		

PARTNERSHIPS (P)

QUALITY INDICATOR	EVIDENCE	GRADE
1. Have you identified public, voluntary and private organisations and establish partnerships in the development of a common strategy for provision for young people.		
2. Have you negotiated use of facilities and resources in order increase provision for young people.		
3. Have you developed Service Level Agreements with partners?		
4. Have you sought joint funding applications?		

BILINGUAL YOUTH WORK (BYW)

QUALITY INDICATOR	EVIDENCE	GRADE
1. Do you have a policy and strategy for the implementation of Bilingual Youth Work?		
2. Do you provide staff with an opportunity to access Welsh Language courses at all levels?		
3. Do you organise awareness training for the need for bilingual youth work for all staff?		
4. Do you arrange the delivery of a range of activities and events that promotes the use of the Welsh Language and Culture?		
5. Do you ensure that all Centre Based initiatives and projects have bilingual signs and headings?		
6. Do you provide access and display bilingual literature and documentation for staff and young people?		
7. Do you liase with youth provisions from rural or urban areas and arrange a series of Bilateral National Exchanges?		
8. Have you used the resources from the Urdd and Wales Youth Agency Library and Resource facilities?		
9. Do you celebrate St David's Day with a series of youth initiatives?		

EQUAL OPPORTUNITIES (EO)

QUALITY INDICATOR	EVIDENCE	GRADE
1. Are you aware of current legislation regarding the various acts?		
a) Race		
b) Sex		
c) Disability		
2. Are you aware of your authority/organisation policies on:		
a) Race		
b) Sex		
c) Disability		
3. Do you adopt staff recruitment and career development regarding:		
a) Race		
b) Sex		
c) Disability		
4. Do you monitor and evaluate all areas of Equal Opportunities particular in relation to:		
a) Race		
b) Sex		
c) Disability		

REFERENCE

In order to identify comprehensive quality indicators within each aspect of youth work reference to the following documentation has been completed.

- ❖ Extending Entitlement
- ❖ The Learning Country
- ❖ Estyn - The Common Inspection Framework for Education and Training in Wales.
- ❖ Developing Frameworks for the Assessment of Quality in Youth Work
- ❖ Assured Quality for Youth Projects - Hampshire Youth Options
- ❖ Occupational Training Standards
- ❖ Youth Service Strategies
- ❖ Best Value Reviews
- ❖ Benchmarking - Reference to the Good Practice Guides is particularly useful

THEORY INTO PRACTICE

In order to assist the process further an example of an operational action plan pro forma has been included which is designed to help transfer indicators which have scored 3, 4 and 5 within the Estyn grading system into an action plan.

