

**Council of Europe Quality Label  
ELIGIBILITY CRITERIAS**

Nº	Criterias	Sub-Criterias	Justification for what has been done since 2015
Criteria 1	"The centre has, as its primary mission, the aim to serve the youth sector and young people"	The primary focus of the centre's programme is young people and those working with and for young people	The LYC elaborated a plan of activities for each year of exercise, elaborated in collaboration with the entities that were established with formalized partnership agreement. This plan is built for the young people and developed by them and for them.
		The majority of the educational activities in the centre correspond to the profile of non-formal education	The LYC spaces are organized and equipped to host training that use the pedagogy of non-formal education . The activities developed by the partners and entities resident in partnership with this Centre, are focused on non-formal education practices, through training and sensitization activities on human rights, citizenship, identity practices and the fight against inequality and social exclusion. (See Annex LYC_ActivityReport_2015-17, page 12)
		The centre is involved in training multipliers engaged in non-formal education with young people.	Since 2015, the LYC has provided the IPDJ youth technicians at national level, technicians from municipal councils and youth associations working with and for young people with skills in the field of non-formal education, to promote the values of the Council of Europe and dissemination of the requirements and good practices that constitute the CoE quality label Youth Centres. To this end, the team of trainers, are composed of the LYC members, the Erasmus + JÁ, CNJ and partner entities. (See Annex LYC_ActivityReport_2015-17, page 12)
Criteria 2	"The centre promotes international co-operation within the youth sector"	The centre hosts and promotes international and multi-lateral activities	The LYC developed a number of international activities between 2015 and the end of the first semester of 2017, including exchanges, jobshadowing and multilateral initiatives with Belgium, Bulgaria, Cyprus, Croatia, Spain, France, Finland, Lithuania, Czech Republic and Turkey. Some activities were welcomed in LYC spaces spaces, and others took place in partner countries
		The centre can demonstrate that it is involved in wider European / international co-operation frameworks of the youth sector	The LYC team is involved in two international cooperation networks, namely the Eurodesk Network (as multiplier) EKCP Network (Portugal correspondent).
		The centre makes efforts to multiply good practices from the international level (Council of Europe, European Union, United Nations, specific networks) and spread the knowledge and values through training and promotional activities at national, regional and local levels	The LYC has developed several initiatives to multiply good international practices, in particular with actions to raise awareness about the values of CoE, EU and UN, to promote democracy, citizenship and social inclusion. These initiatives have been developed at the center and in the spaces of our local partners (See Annex LYC_ActivityReport_2015-17, page 12)
Criteria 3	"The centre has a clear mandate from public authorities"	The centre can provide evidence that it is supported by public authorities. Evidence should be a bill, decree or other official document establishing the centre or showing the support by a local, regional or national authority	The LYC is a body dependent on the Portuguese Institute of Sports and Youth, entity responsible for youth policies in Portugal.
		The centre has a mandate from public authorities to apply for this Council of Europe Quality Label for Youth Centres	Through the legal framework of the Portuguese Institute of Sport and Youth, the LYC can apply for the CoE quality label.
		The centre has structured links and communication mechanisms with the public authorities responsible for youth policy. Evidence should be a contract, support letter or another official document giving evidence of a structured relationship.	Dispatch no. 7034/2015, 2nd series - N.º 122 - June 25, 2015
Criteria 4	"The centre has a in-house educational staff working to support the activities"	The centre has at least one internal educational staff member responsible for ensuring conceptual coherence, quality assurance, and support for activities, including those run by external educational staff	The elements of LYC work team, are accredited with the course of pedagogical training of trainers, through the IEFPP (Employment Institute of Professional Qualification)
		The centre's educational staff team is adequately large for the number and volume of activities run	The LYC is composed of a multidisciplinary team that, where necessary, is supported by the other workers of the IPDJ Lisbon and Tagus Valley Regional Directorate
		The centre can demonstrate the competence of its educational staff for value-based, non-formal educational activities with an international dimension.	Through international cooperation and the european networks with which the LYC is linked, it has enabled the acquisition of knowledge and skills that allow the realization of the various activities in the field of non-formal education.

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Criteria 5	“The centre has accommodation facilities within one campus with the working facilities”	Centres have the capacity to provide board and lodging on one campus. Living together is an integral part of the educational concept / process	The Centre has youth hostel (with 92 beds), café and canteen; information and documenttation centre; conference and meeting rooms
		Centres' facilities are such that the group does not have to move to another venue outside the campus for social activities, sleeping, and so on: • Accommodation is provided indoors with suitable basic hygiene facilities • Accommodation in tents and campsites is not eligible • Rented space does not qualify	yes
		The centre's accommodation capacity is adapted to the organisation of international study sessions or similar activities (i.e. to accommodating approximately 35 participants).	yes
Criteria 6	“The centre offers a tolerant and safe working environment respectful of diversity and human dignity”	The centre demonstrates coherence of deed and action in relation to the values of the Council of Europe through its working practices and structural make-up	All the activity of the LYC is directed towards the dissemination of the CoE values.
		The centre is accessible to young people with special needs, both in terms of programming as well as physical means	The Center is accessible to people with special needs (motor, visual and hearing disabilities) and has been adapted to the various needs.
		The centre actively pursues an environmentally-friendly approach	Waste is separated; Water-saving toilets and bathrooms; Air -conditioning system is based on water; The lighting is being progressively changed for Led lamps
		The centre can provide documentary evidence that national standards are being respected with regard to fire security, work safety, accessibility and health and hygiene.	The LYC meets the requirements of the ASAE National Institute for Health Inspection.
Criteria 7	“The centre offers appropriate working conditions for activities of the youth sector”	The centre offers flexible and adequate working conditions for activities using non-formal education methodology and an atmosphere suitable and favourable to international activities	The LYC has adequate and flexible infrastructures and equipment that allow to carry out any activity.
		The centre's staff understand how non-formal education works and that their role is to support the activities.	The LYC team has been developing activities in the area of non-formal education over the years, already being a reality before being awarded the CoE Quality Label.
Criteria 8	“The centre provides minimum infrastructure suited to international activities with diverse groups of participants”	The working conditions in the centre are suitable to different formats of activities, interactive methodology activities as well as seminars, conferences and policy meetings	The LYC has adequate and flexible infrastructures and equipment that allow to carry out any activity.
		The centre can provide solutions for groups who wish to work with simultaneous interpretation	Yes, because there are spaces in the auditorium prepared for simultaneous translation
		key staff (management, reception, education, security) have foreign language competencies (especially English or French). Language courses should be provided in order to improve the skills of those who do speak languages, and for those in the team who start from scratch.	The LYC team has defined role assignments to each element, as well as the necessary competencies to ensure the various areas.

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Criteria 9	“The centre contributes to the development of the quality of youth work”	The centre regularly implements evaluation as a basis for learning and selfimprovement	The LYC, in all its initiatives, has evaluation questionnaires. (See Annex LYC_ActivityReport_2015-17, page 12)
		The centre is developing new and innovative youth work models	The LYC has implemented the "House of Associations" that facilitates youth work with and among youth, as well as co-working in close collaboration with resident entities.
		The centre exchanges information with other actors of the youth sector on the content and quality of their work, and with professionals and volunteers involved in youth work development at national and international levels	The LYC promotes the sharing of knowledge and good practices through joint publications.
		The centre produces its own educational materials and disseminates these to the youth sector nationally and internationally	The Centre produced two publications in the first half of 2017, and will publish a third one by the end of the year. Of these, one reflects the activity and mission of the CJL and the other two promote domestic and partner good practices both nationally and internationally. It also disseminates its activity and the entities that work with and for young people, through its website and the Youth Portal.
Criteria 10	“The centre ensures the involvement of young people, youth organizations and associations in the development of their concepts and programs”	The centre takes into account the situation and concerns of young people in the development of its programme	The LYC, through the IPDJ, provides advice to young people and youth associations in cooperation with the Regional Advisory Council in close collaboration with youth organizations at local level.
		The centre is an ally for youth civil society in advocating for decision makers and power holders to take young people's points of view and concerns into account when making and implementing policies	The LYC, through the IPDJ, is represented in several local bodies that work on youth issues, such as Municipal Councils of Education, Municipal Youth Councils and Commissions for the Protection of Young People and Children at Risk, legislated at national level.
		The centre calls on the expertise of youth organisations, associations and structures that have relevant specific competence to enrich certain activities, and considers them as consultants	The LYC has in its team, elements with formation in the associativism area that promote and encourage the active participation of young people in society, through the integration of the associations in RNAJ (National Registry of Youth Associations).
		The centre develops key activities and best practices in a participative manner with young people, youth organisations, associations and structures	The Centre has developed awareness actions and campaigns to promote active citizenship: volunteering; Entrepreneurship; Healthy lifestyles; human rights; Prevention of dating violence; Secure internet; Mobility and exchange.
Criteria 11	“The centre contribute to the orientation of youth policies”	The centre is a location in which a diversity of stakeholders reflect on the implications of youth work for youth policy	The diversity of action of LYC partenrs activities in the areas of cooperation and development, gender equality, culture, sport, volunteerism, among others, enable educational policies and actions for youth to address the various concerns and aspirations of young people
		The centre is engaged in direct advocacy for sound youth policies, in other words, for a stronger link between the on-the-ground reality of young people and the content of youth policies	The LYC has contributed to the National Youth Strategic Plan and Plan for Gender Equality, Citizenship and Non-Discrimination. Contributed to the Ibero-American Strategic Plan. At the moment a public hearing is under way, in which the LYC is consulting the young people between the ages of 15 and 30, and youth associations for the construction of a National Youth Plan 2018/2020. ( <a href="http://pnj.juventude.gov.pt">http://pnj.juventude.gov.pt</a> ). The LYC also collaborated in the National Forum for the construction of the document "Pacto pelas Juventudes", sponsored by the Government of Portugal and the OIJ - International Youth Organization for IberoAmerica.
		The centre has regular exchange on youth policy with the public authorities responsible for youth	The LYC, being part of the IPDJ the body responsible for youth policies in Portugal, has a regular exchange on youth policies.

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<b>Criteria 12</b>	“The centre promotes the Council of Europe’s values”	The centre's ethos, programme and working philosophy are grounded in the values of the Council of Europe: respect for human rights, democracy and the rule of law	It is part of the mission of the LYC
		The centre promotes the priorities of the Council of Europe's youth sector by actively addressing human rights education, intercultural learning, youth participation, active democratic citizenship and social inclusion of young people in its activities and working practices	Through its activities, the LYC promotes the priorities of the youth sector of the CoE, taking into account their values.
		The values of the Council of Europe are reflected in a human rights based code of ethics for the functioning of the centre	Based on the documents prepared by the Center and published over these three years, we intend in 2018 to develop a Code of Ethics and Conduct for LYC, taking into account the strategic areas and values of the CoE. An IPDJ Code of Ethics is also being drafted and approved.
<b>Criteria 13</b>	“The centre promotes the Council of Europe’s programs”	Council of Europe publications are prominently displayed and available for dissemination to participants and visitors	In the LYC there is an information point, which contains documentation on the EU, as well as the publications of the CoE. The CoE recommendations for the youth area are being translated, which will be made available in digital format in the Portuguese language. By the end of 2017, the Youth Documentation Center will be inaugurated, which will include CoE publications, among others of interest to young people and citizens in general.
		The staff of the centre know about the relationship to the Council of Europe and can give relevant information about it to participants	Yes
		The centre promotes the activities of the Council of Europe (e.g. seminars, campaigns, etc.)	The LYC promotes, disseminates and participates in CoE activities.
<b>Criteria 14</b>	“The centre has transparent financial procedures and controlling mechanisms”	The centre can demonstrate that relevant financial management and accountability mechanisms in conformity with national tax and not-for-profit regulations are in place	It is included in the annual budget of the IPDJ, duly regulated in the general budget of the Portuguese State.
<b>Criteria 15</b>	“The centre is service and client oriented”	The users / clients of the centre are systematically asked to provide evaluation and feedback about the service delivered by the centre	The LYC has evaluation questionnaires to ass the quality of the activities and the functioning of the centre among the participants / users
		The centre's management take into account user / client evaluations and feedback to improve the quality of service on an ongoing basis.	The questionnaires are subject to analysis to promote continuous improvement.

