

QUALITY OF EXPERIENCE FOR A YOUNG PERSON

This section focuses on the experience of the young person.

It is important that in addition to accessing quality services and products, a young person feels that their information needs have been met and that the experience was positive. For some young people, we may never know as information may have been provided through a third party. As organisations, we need to be informed by young people in terms of both the information we offer, and the techniques and methods we use to disseminate it. We need to see, hear and feel things from a young persons' perspective.

Using the classification of: young people who can find information independently; young people who feel they need/want something; and young people who have problems and face challenges. We need to ensure organisations have mechanisms in place which acknowledge the different information needs and experiences young people may have and be in a position to consult, engage and empower young people to inform and evaluate the services and products we develop and deliver.

Quality of Experience for a Young Person: Template

Illustration

	Points to consider	In terms of: Young people who can find information independently	In terms of Young people who feel that they need/want something	In terms of: Young people who have problems and face challenges
Access	How do you ensure consistent and equitable access for all young people who seek information from your organisation?	All information is clearly laid out, labelled according to topic and accessible so that users can browse.	Our Youth Information Workers have knowledge of all information held by the service and can help users identify what they need and access what they are looking for.	Our Youth Information Workers are trained to assist all young people, regardless of their situation. They work to help them identify the information they need and where they can access it.

Points to consider	In terms of:	In terms of Young people who can find information independently	In terms of: Young people who feel that they need/ want something	Young people who have problems and face challenges
Access	<p>How do you ensure consistent and equitable access for all young people who seek information from your organisation?</p> <p>Will a young person have felt supported in accessing the facilities and information with minimal barriers/ restrictions?</p>			
Culture	<p>How will you evidence if a young person has found the experience positive in terms of the way they have been treated, and their impressions of the overall quality of the service?</p>			
Environment	<p>Will the physical environment have been the most conducive to the learning experience?</p>			
Consultation	<p>How do you identify the young people you want to consult?</p> <p>How do you decide on the most appropriate consultation methods?</p> <p>How do you feedback to young people the outcome of the consultation and the impact of their views?</p>			

Points to consider	In terms of:	In terms of	In terms of:	
		Young people who can find information independently	Young people who feel that they need/ want something	Young people who have problems and face challenges
Active involvement	How do you ensure young people have opportunities to develop a range of skills through active involvement in the development and delivery of services and products?			
Evaluation of services	<p>Will a young person feel they have had the opportunity to comment on the quality of their experience and that it was received respectfully?</p> <p>Will a young person be confident that their feedback will be considered and influence future service and product development</p>			
Learning opportunities and skills development	<p>A young person feels they have the information literacy skills to find, evaluate and used information in an ethical manner.</p> <p>Would a young person have been made aware of, or offered a range of information formats?</p> <p>Has a young person gained knowledge, experience and transferable skills as result of their contact with your organisation?</p>			

Points to consider	In terms of:	In terms of Young people who can find information independently	In terms of: Young people who feel that they need/ want something	Young people who have problems and face challenges
Resources	<p>Would a young person have found adequate choice of formats etc?</p> <p>How would you evidence that all the available resources were accessible?</p>			
Signposting etc	<p>Would a young person have felt encouraged and supported to use the information sought?</p>			
Accreditation	<p>Did the experience enable the young person to gain accreditation in recognition of their involvement and effort e.g. ASDAN qualifications, Youth Scotland Achievement Awards or a Duke of Edinburgh's Award?</p>			