



# THE COORDINATION OFFICE



## 5.1. THE COORDINATION OFFICE

The responsibility for the Babysitting.lu service, in terms of both coordination and technical management of the Babysitting.lu Internet platform, lies with the organization Elisabeth Jeunesse. The Babysitting.lu service creates a valuable interface for various target groups in the field of non-formal education, and assumes the following areas of responsibility:

- Partner management: establish, develop and maintain cooperations with partners and stakeholders.
- Create and develop cooperations with current and potential partners.
- Organize meetings for partners.
- Quality management: monitoring and developing quality standards.
- Development and implementation of new offerings to meet changing user needs.
- Public relations: maintaining a presence at national trade shows, in the press and other media.
- Social media management: active management of social media channels.
- Creation and provision of communication forms, educational documentation and training materials.
- Organization and management of animation and promotional material for information stands.
- Ongoing training: organization and implementation of training courses for baby-sitters:in and trainers.
- Staff training: regular offers of further training for interested members/staff.
- User support: telephone hotline for young people, parents/guardians and partners.
- Complaints management (emergency “panic button” system).
- Evaluation analysis: analysis of comments and evaluations to adapt offers.
- Statistical overview: collection, evaluation and archiving of statistical data.
- Platform management: monitoring and development of the Internet platform.
- Database management: keep databases up to date.
- Grant research: identify and apply for grants to support the service.
- Financial management: prepare and settle annual financial statements.
- Reliable contact for partners, stakeholders and the Ministry
- Integration meetings with new partners

## 5.2. FAQ - FREQUENTLY ASKED QUESTIONS

Babysitting.lu has an FAQ section that provides direct answers to the most frequently asked questions. If users have other questions not covered by the FAQ section, they can contact the Babysitting.lu team by e-mail. The FAQ section is regularly updated with the most frequently asked questions. The aim is to provide a clear and informative resource to help all users make effective use of the Internet platform.

The most frequently asked questions can be found on Babysitting.lu under FAQ.

## 5.3. CONTACT



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