

Aim

To learn how to give useful service to others.

The Principles

The Section is designed to develop in participants a sense of community service and a feeling of responsibility to others since it is based on the belief that members of a community have a responsibility to each other and that voluntary help is needed. The emphasis is on giving regular commitment to the Service activity.

Training for service and an understanding of the needs and means of giving service is considered essential. Young people should receive briefing and training in appropriate skills, and have some knowledge of the needs of those whom they are assisting. The value of the Service to young people comes from the experience of training for and giving practical service, and gaining an appreciation of the needs of the community. Service activities involved should not be part of participants' jobs or study.

Benefits to Young People

The activity should offer participants the opportunity to:

- **give personal commitment** by dedicating leisure time to the service of others
- **appreciate the needs of others** and contribute to their well-being by working with and for people with whom they would not normally come into contact
- **trust and be trusted** perhaps for the first time
- **understand personal strengths and weaknesses** by reviewing their performance in training and guidance sessions
- **increase self-esteem** by receiving positive feedback from peers and adults, and learning to appreciate the value of their personal contribution

- **overcome prejudice and fears** through building new relationships, questioning attitudes and values, and developing an empathy with others
- **generate positive community action** by taking a pro-active role in identifying worthwhile Service opportunities which benefit the local community or the environment
- **care for the environment** through practical involvement in projects
- **accept responsibility** through a personal commitment to an organization or member of the community

General Conditions for this Section

1. Introduction

Participants are required to train for or give service to others. Consideration should first be given to the proposed form of practical service to be followed and then to the training required so that the Service can be undertaken with competence and insight.

The training may take the form of either briefing or guidance sessions leading directly to practical service of a non-specialized nature, or of a specialized training course as preparation for practical service in that field.

2. Forms of Service

Participants can choose any of the following groups of Service:

- | | |
|----------------|--|
| Group 1 | Community Service with a substantial element of practical service . |
| Group 2 | Service requiring courses of specialized training which do not lead to specific qualifications. |
| Group 3 | Service requiring specific qualifications . |

The choice of Service should reflect a young person individual interests, talents and abilities but also constitute a challenge to

personal attitudes and previous experiences. Details of the 3 groups of service can be found under **Conditions in Details for the 3 Groups**.

An activity listed in Groups 2 and 3 cannot be followed as a Service programme in Group 1. The required training for Group 2 courses must be completed and the appropriate qualification must be attained for Group 3.

3. Suggested Forms of Practical Service

These services may be rendered to the community as a whole or to any private individuals in need of help. It is intended that the service programme be broadly based. Leaders should consider the types of project which are likely to be most appropriate with regard to the maturity of the participant. Leaders should be able to discover local sources.

4. Guidance Sessions

At least 3 guidance sessions with the assessor should be arranged during the period of practical service. Assessors, usually those who have been involved in supervising the practical service carried out by the participants, are suggested to meet up with the participants regularly during the period of practical service, in order to:

- Discuss the progress of the project
- Support participants in resolving problems
- Help participants to learn from their experience
- Agree targets and discuss expectations for the next phase of practical service
- Review the progress of the diary and discuss the form of account for assessment.

The time which elapses between the preliminary briefing and further counselling sessions will be governed by the nature and type of practical service.

5. Assessment

For the assessment, the participant and Assessor should discuss and review:

- the practical service, with attention to **reliability, competence, relations and attitudes**
- the log

Assessors should normally be those who have been involved in supervising the practical service carried out by the participant. Assessors can make their final assessment by signing and giving report on participants' Record Book upon satisfactory performance of participants at the completion of that activity.

6. Service Log

A diary is to be kept by each participant showing the details of the service given, so as to enable a log to be compiled for assessment.

The log should show the duties, times and details of the service rendered. It should also display ***an understanding of the need for giving the service and the insight gained.***

Recording: multimedia record (i.e. sound recording, video, PowerPoint) or written account supported by photographs, pictures, caricatures, graphic illustrations, etc.

Content of a Service Log

1. Cover Design - Subject
- Level

- Name of Operating Authority and User Unit
- 2. Table of Content
- 3. Introduction of the Organization
 - Name
 - Type
 - Objectives
- 4. Self Introduction
- 5. Introduction of your team members (if any) and instructors/assessors
- 6. Description of the Service
 - Nature
 - Aims
 - Clients served
 - Duration
 - Programme
- 7. Pre-service Planning (for Silver and Gold level) - Describe your planning process
- 8. Practical Service - Full account of this service rendered in the form of a record.
- 9. Conclusion
 - Evaluation of the whole service: success and failure
 - Recommendation for improvements
- 10. Assessors' Comment – to collect comments from assessors

7. Record Book

The *Record Book* represents the experiences and achievements of a young person and remarks should be **personalized, positive and encouraging**. It should always record success and achievement rather than failure.

In the event of a young person not satisfying the Assessor, he or she should be informed of the reason and **no** entry made in the *Record Book* until the conditions have been fulfilled.

Dates of starting and successful assessment are to be entered on the appropriate page in the *Record Books*. Assessors should

ensure that the date entered is the **actual date** on which the assessment was carried out and state clearly that any requirements have been met.

例子一：

銅章級服務科
BRONZE: SERVICE

活動 ACTIVITY Fire Safety Ambassador 組別 GROUP 2

日期 DATES 3/9/2014 - 8/10/2014

訓練課程名稱 (第二組及第三組適用)
TRAINING ORGANISED BY (FOR GP 2 & 3)
Fire Officer Department

完成訓練或取得的資格 (第二組及第三組適用)
TRAINING COMPLETED OR QUALIFICATION GAINED
(FOR GP 2 & 3)

評核員姓名
ASSESSOR'S REPORT

Paid attention in class and interaction well.
Had great attitude towards training.

互訪的參加者由資深導師或督學受三次輔導。
Where practical service has been given, it is certified that 3
counselling sessions were held.

簽署 SIGNED [Signature] 日期 DATE 9/10/2014

姓名 (正楷) NAME (IN BLOCK LETTERS) David Lam

資格 QUALIFICATION Fire Safety Ambassador Trainee

例子二：

銀章級服務科
SILVER: SERVICE

活動
ACTIVITY First Aid 組別
GROUP 3

日期
DATES 22.4.2019 - 20.6.2019

主辦機構名稱 (第二組及第三組適用)
TRAINING ORGANISED BY (FOR GP 2 & 3)
Hong Kong St. John Ambulance Association

參加者完成或取得的資格 (第二組及第三組適用)
TRAINING COMPLETED OR QUALIFICATION GAINED
(FOR GP 2 & 3)
Adult First Aid Certificate

評估員報告
ASSESSOR'S REPORT

Tom was concentrated throughout the whole class. He was eager to learn new skills and techniques.
He got a good result in examination.

若適用，請在實地服務紀錄表接受三次服務。
Where practical service has been given, it is certified and 3 counselling sessions were held.

簽署
SIGNED Jack 日期
DATE 5.10.2019

姓名 (正楷)
NAME (IN BLOCK LETTERS) Jack Yeung

資格
QUALIFICATION St. John First Aid Lecturer

例子三：

金章級服務科	
GOLD: SERVICE	
活動 ACTIVITY	<u>AVP 辦事處</u> 組別 GROUP <u>1</u>
日期 DATES	<u>1/9/2013 - 31/8/2014</u>
訓練課程主辦者 (第二組及第三組適用) TRAINING ORGANISED BY (FOR GP 2 & 3)	
完成的訓練或取得的資格 (第二組及第三組適用) TRAINING COMPLETED OR QUALIFICATION GAINED (FOR GP 2 & 3)	
實際服務 PRACTICAL SERVICE UNDERTAKEN	
<u>AVP 辦事處</u>	
日期 DATES	<u>1/9/2013 - 31/8/2014</u>
評核員報告 ASSESSOR'S REPORT	
<u>整年服務中態度認真、積極、 盡責任感及領導才能。所安排之工作 定必盡力完成。</u>	
茲證明參加者在實際服務期間曾接受三次輔導。 Where practical service has been given, it is certified that 3 counselling sessions were held.	
簽署 SIGNED	<u>Chung</u> 日期 DATE <u>10/9/2014</u>
姓名 (正楷) NAME (IN BLOCK LETTERS)	<u>馮少珍</u>
資歷 QUALIFICATION	<u>學校老師</u>

如參加者在十二個月內曾從事過一種實際服務，可在這裏填寫。
This page is intended for use when more than one form of practical service is undertaken during the twelve month period.

實際服務
PRACTICAL SERVICE UNDERTAKEN

日期 DATES _____

評核員報告
ASSESSOR'S REPORT

茲證明參加者在實際服務期間曾接受三次輔導。
Where practical service has been given, it is certified that 3
counselling sessions were held.

簽署
SIGNED _____ 日期
DATE _____

姓名 (正楷)
NAME (IN BLOCK LETTERS) _____

資歷
QUALIFICATION _____

由服務科科委會批署
Endorsed by Service Section Panel

姓名 NAME 陳達光 日期 DATE 31/12/2014

Conditions in Details for the 3 Groups

Participants can choose any of the following groups of Service.

GROUP I – PRACTICAL SERVICE

1. Introduction

This group comprises Service activities in which there is a ***substantial element of practical involvement***. The project should be appropriate to the level of Award and reflect the interests and abilities of the participants.

The forms of service undertaken may be either

- to individuals in need of help; or
- to the wider community e.g. improving amenities, conserving the environment, assisting community groups, helping people living in a residential setting or attending a meeting place, such as a day centre.

2. Duration

Participants must undergo briefing and then undertake practical service for a stipulated period. Participants should select the practical services in same nature or organized by the same organization.

- Bronze*** - At least **15** hours spread over at least **3** months
- Silver*** - At least **30** hours spread over at least **6** months
- Gold*** - At least **100** hours spread over at least **12** months

3. Briefing

Participants should undergo appropriate ***briefing*** and then undertake ***practical service***.

a. General conditions

It is essential that appropriate briefing and training are given at all stages and that supervision and/or checking are maintained.

b. Preliminary briefing

For practical service to be most effective, it is important that participants are adequately briefed on the needs of those they are seeking to serve or the objective of the project they propose to undertake.

The briefing should include:

- Outlining and discussing the ***nature and purpose*** of the Service and the needs of those to be served.
- Discussing the ***practical details of the project*** such as arrangements as to how, when and where the project is to be undertaken, clothing and equipment required, if appropriate, and the system of supervision and checking. With some projects it may be necessary to ensure that the participant has the basic skills required or to consider safety or legal factors.
- Outlining and discussing ***the general principles of voluntary service*** and any specific problems likely to be met in carrying out the project, e.g. problems of senility in elderly people or points to be watched in working with children.

4. Practical service

As participants going for a higher level, more commitment shall be given for their activity.

Bronze

Projects are carried out under the ***immediate supervision*** of an adult social worker or an experienced volunteer.

Silver

At Silver level, there should be less need than at Bronze level for project to be under close supervision, but arrangements for **periodic checks** should be made.

Gold

At Gold level, participants should be mature enough to engage in any project and participate in activity planning with proper briefing and adequate supervision. Those who can prove competence of satisfactory service at other levels of the Scheme might be made responsible for supervising others engaged in the projects of service. In such cases, the participant should be made aware of an appropriate person who may be contacted in the event of difficulty with the project.

GROUP 2 - SERVICE REQUIRING SPECIALIZED TRAINING

1. Introduction

This group comprises courses of specialized training, but which do not lead to specific qualifications.

2. Conditions

a. Training

Durations of training are as follows:-

- Bronze** - at least **10** hours
- Silver** - at least **15** hours
- Gold** - at least **20** hours*

* At **Gold** level, in addition to the required training, participants must also render at least **40 hours** of practical service, related whenever possible to the training

undertaken. The combined period of training and practical service is to be at least 12 months. Practical service should be spread, if possible, over the period. At least 3 counselling sessions with the assessor are to be arranged during the period of practical service.

Instruction should be carried out by appropriately qualified persons nominated or approved by the Operating Authority or the governing body.

b. Assessment

For assessment purposes, notes should be kept along with a diary showing dates and details of practical service plus a report on the practical training exercise.

3. Various Types of Training

The followings give a wide range of Service activities for reference. Participants should consult the Service Section Panel on the acceptance of any new activity they wish to propose.

Types of Training	Levels	Recognized Organizers
Fire Service	Bronze/Silver /Gold	Fire Services Department
Occupational Safety & Health	Bronze/Silver /Gold	Occupational Safety and Health Council
Road Safety Education Programme	Bronze/Silver /Gold	Hong Kong Road Safety Patrol/ Hong Kong Road Safety Association/ Road Safety Council
Service Through Religious Education	Bronze/Silver /Gold	Local churches /Religious groups

Volunteer / Leadership Training	Bronze/Silver /Gold	Service Organizations
Home Nursing	Bronze/Silver /Gold	Hong Kong St. John Ambulance/ Hong Kong Red Cross/ Auxiliary Medical Service
The Hong Kong Award for Young People Leadership Training	Silver/Gold	The Hong Kong Award for Young People Award Office/ Section Panels/ Operating Authorities/ User Units
Counseling And Guidance	Silver/Gold	Social Welfare Department/ Eligible Non-Governmental Organizations
Industrial Safety	Silver/Gold	Occupational Safety and Health Council
Mountain Rescue	Silver/Gold	Civil Aid Service
Police Service	Bronze/Silver	Hong Kong Police Force

GROUP 3 - SERVICE REQUIRING SPECIFIC QUALIFICATIONS

The group comprises those forms of service to which certified standards are attached by the governing body concerned. Participants should attain the specified qualifications in order to satisfy the requirements of the 3 levels of the Service Section. Instruction and assessment must be carried out by approved instructors and examiners of the governing body.

At **Gold** level participants must also render at least **40 hours** of practical service after certified standard achieved. The combined period for attaining specified qualifications and practical service is to be at least 12 months. Practical service should be spread, if possible, over the period. At least 3 counselling sessions with the assessor are to be arranged during the period of practical service.

1. Canoe Lifeguard

Bronze	Silver	Gold
Elementary Canoe Lifeguard Certificate or above of The Hong Kong Canoe Union		

2. Cycling Proficiency Instruction

Bronze	Silver	Gold
Elementary Cycling Instructor Certificate of The Hong Kong Cycling Association		

3. First Aid

Bronze	Silver	Gold
Basic First Aid Certificate OR First Aid Certificate recognized by the Commissioner for Labour		First Aid Certificate recognized by the Commissioner for Labour

4. Life Saving

Bronze	Silver	Gold
Bronze Medallion of The Hong Kong Life Saving Society		Certificate in Aquatic First Aid of The Hong Kong Life Saving Society PLUS [Pool Lifeguard Award OR Beach Lifeguard Award] (for the holder of valid Bronze Medallion of The Hong Kong Life Saving Society only)

5. The Hong Kong Award for Young People Expeditions Training

Bronze	Silver	Gold
		The Hong Kong Award for Young People Expeditions Instructors Course Certificate (after attaining the qualification, participants shall registered under CRS before conducting service)