GRATIA CHRISTIAN COLLEGE

In-house Service Programme Handbook

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1. INTRODUCTION

1.1 Use of the Handbook

This In-house Service Programme Handbook provides relevant information about the operation of the In-house Service Programme for reference by the Service Units, Staff Mentors, participating students and other stakeholders. The In-house Service Programme Working Group reserves the right to make necessary modifications as deemed applicable.

1.2 Objective of the In-house Service Programme

The In-house Service Programme is a College initiated programme guided by the College's vision to provide students with the opportunity to learn as servant leaders through serving in specific units of the College. It is one of the required co-curricular programmes offered to all year one degree students under the Character Education Area to develop servant leadership and character growth of students. Through serving as student helpers in a working environment at the chosen Service Unit, students will be able to develop the knowledge, skills and attitudes for serving others, performing as servant leaders and contributing to the development of the College.

The College has other initiatives or co-curricular programmes in place to develop students' character formation and Christian values. An overview of the College's student development programme can be referred to details provided in the Student Development Handbook.

2. PROVISION OF IN-HOUSE SERVICE LEARNING

2.1 Components of the In-house Service Learning

A total of 20 hours of In-house Services is to be performed at the Service Unit as chosen by students themselves. Details are provided in the following sections.

2.2 Service Units

Seven units of the College will offer places for students to perform the 20 hours of service learning of the In-house Service Programme, including the Library, IT Services Office, Registry, Student Development Office, Facility Management Office, Development and Communication Office, and Gratia School of Professional Studies. They are mainly administrative units or units providing academic support services. As the College further develops, the scope of the Programme will expand with more choices provided to students.

2.3 Choice of In-house Services

The following are some possible functions that students could perform in each of the Service Units:

a) I.T. Services Office
   • Checking the operational status of computer equipment in classrooms including computers, printers, WiFi, attendance readers, etc.

b) Library
   • Reading Ambassadors – Exploring the horizon of reading; Discovering one's own reading interest; To be trained to promote reading in schools and communities; Establishing a reading club to share the fun of reading
   • Library Servers – Supporting the provision of library services including physical and virtual facilities; Promoting the effective use of information for learning and personal development; Enhancing the usability of the library collections

c) Facility Management Office
   • Cleaning of public areas
   • Classroom cleaning
   • Checking of classroom windows, doors, lighting and clocks

d) Student Development Office
   • College assembly helpers including MCs, photographers, and for venue set-up
   • Event helpers for Student Orientation Camp, Information Day, Graduation Ceremony, committee works, student societies, etc.
   • Students with talent in designing posters or preparing activity reports for various activities undertaken by the office

e) Registry
   • On-site support for Open Day and during the admission period

f) Development and Communication Office
   • Lettershop and direct mailing services
   • Database update
   • Artwork design such as posters and banners
   • Preparation of promotional materials and information kits for events or exhibitions
   • Taking photos for promotional purposes such as college facilities, teaching in classrooms, students acting as models in the photos, etc

g) Gratia School of Professional Studies
   • Provision of clerical support
   • On-site support for workshops and courses

3. RESPONSIBILITIES OF PARTIES INVOLVED

3.1 In-house Service Programme Working Group

a) To report to the Student Development Committee and be the responsible party overseeing the planning and development of the In-house Service Programme;

b) To propose planning and review of policy and guidelines related to the operation of the In-house Service Programme;

c) To oversee the implementation of the In-house Service Programme with the Student Development Office as the administrative arm of the Programme;

d) To meet on a regular basis (at least once per semester) with the Service Units, Staff Mentors, Student Development Committee and Student Development Office to discuss and review issues regarding the operation of the Programme;

e) To review and submit the assessment result recommended by the Service Units;

f) To handle students' suggestions, disagreements of recommended assessment results and any other grievances or complaints;

g) To investigate complaints against a student on the ground of professional misconduct or non-compliance to code of practice; and

h) To ensure quality assurance in the process of in-house service learning and achievement of the learning outcomes.

3.2 Student Development Office

a) To co-ordinate with different Service Units in the provision of in-house service learning places, logistics of student recruitment and admission;

b) To act as the administrative arm to co-ordinate and support the operation of in-house service learning at different Service Units;

c) To perform the role of centralizing compilation, collection and retention of student records, reports, assessment records and relevant information related to the implementation of the In-house Service Programme;

d) To relate information amongst the Service Units, In-house Service Programme Working Group and Mentors, and if necessary, organise meetings to share updates and discuss issues of in-house service learning; and

e) To perform other administrative duties related to the In-house Service Programme.

3.3 Service Unit

a) To establish a work/activities schedule that will enable the student to meet the objective and requirements of the In-house Service Programme;

b) To provide a job description with quality work assignments related to the student's character education;

c) To provide necessary orientation and supervision to facilitate the student to perform his/her function, and to revert feedback and advice to enable the student to maximize the experience of in-house service learning;

d) To assign a Supervisor (usually the Head of the Service Unit at the present scale of the College), or a Deputy if necessary, who will meet regularly with the student and monitor the progress and performance of the student;

e) To record students' attendance during the service period and to pass the records to the Student Development Office at the end of the service period;

f) To co-operate with In-house Service Programme Working Group in evaluating student's performance/progress at the end of the service period; and

g) To notify the Staff Mentor of any changes in the student's status.

3.4 Staff Mentor

Each student admitted to the College will be allocated a staff mentor who will give students advice in learning and daily life, and help them develop strengths and effective strategies for overcoming their difficulties during the course of studying their degree programme at the College. The same will apply to the In-house Service Programme with specific roles to be performed as follows:

a) To act as a first port of call during the service period for students;

b) To brief students amongst other things the role of a Mentor in students' in-house service learning during the first formal meeting with the student in year one;

c) To listen to students' feedback and service experience, and give advice, if deemed applicable;

d) To communicate with the Service Unit and refer a student, when needed, to relevant staff, e.g. the College Counsellor, should students encounter issues requiring professional or specific consultation during the course of service; and

e) To include students' service performance in the annual short report submitted to the Student Development Office.

3.5 Participating Student

a) To perform assigned duties to the best of his/her ability including but not limited to: dressing appropriately, being punctual and dependable, and complying with the general practice and work procedures of the Service Unit;

b) To observe the College's rules and regulations for In-house Service Programme;

c) To carry out all necessary works, including required forms and reports for assessment of their service performance and involvement; and to upload the service record to the In-house and Community Service Management System (ICMS) regularly; and

d) To keep the Service Unit and the Staff Mentor informed of any changes in status or personal situation which will affect his/her participation in the In-house Service Programme.

4. ENROLLMENT

4.1 Student Recruitment

a) Introduction of the In-house Service Programme will be given to all year one degree students during the New Student Orientation.

b) The In-house Service Programme Handbook will be made available on the College website.

c) Service Units may organize their individual briefing on a need basis before the official enrollment and be ready to attend to enquiries from students.

4.2 Enrolment Procedures

a) The enrollment procedure will be kept simple. Students just sign up with the Service Unit they are interested in serving. Registration is open in October of the academic year.

b) If there is over-enrollment, depending on the service to be performed, individual Service Unit may arrange for an admission interview to shortlist applicants.

5. GENERAL RULES AND REGULATIONS FOR STUDENTS

This section provides the general policy guidelines to standardize the arrangements across different Service Units. Flexibility is given to Service Units should functions require some slightly different practice. The advice of the In-house Service Programme Working Group should be sought if necessary.

5.1 Duration of Service Period

a) The In-house Service Programme is 20 hours in total spreading over the degree programme students' first year of study.

b) The number of Service Units enrolled by a student for completion of the 20 hours is not restricted.

c) Students do not need to complete the service of one Service Unit before they can start the second one but they will be advised on the importance of time management.

d) A work schedule, preferably on a weekly basis and applicable to the job function of each participating student, will be set out by the Service Unit.

5.2 Attendance

All degree students have to participate in the Programme and must complete their 20 hours of service within Year 1 of their study. Required attendance is 100%.

5.3 Leave and Holidays

a) Students are expected to perform the service assigned according to the schedule as set out by the Service Unit. Should students need to take leave, they are encouraged to notify the Supervisor at the Service Unit as a good working practice.

b) Service Units are required to monitor and maintain records of their students' attendance. If a student fails to turn up for service frequently, the Service Unit will liaise with the Student Development Office and Staff Mentor to follow up. Students themselves should also keep track of their amount of service hours performed and ensure that the attendance requirement is met.

5.4 Disciplinary Matters

a) If a student engages in any misconduct during the service period, the Service Unit should report to the staff mentor as well as the In-house Service Programme Working Group for investigation.

b) If the charge is established, the Working Group will report the case, in writing, to the

Student Development Committee and Student Disciplinary Committee.

c) The Student Disciplinary Committee will review the case. Procedures for handling alleged misconduct will follow the stipulations set out in the Student Handbook.

5.5 Complaints and Grievances

a) Students with complaints, grievances or concerns about the assessment of in-house service learning should first raise the issue with the Head of the Service Unit. If the case is not resolved, they can approach the Staff Mentor for arranging filing the case with the In-house Service Programme Working Group for review. Should further appeal be needed, they can seek a decision from the Student Development Committee.

b) An internal email group will be set up for Service Units and relevant parties to update the status of the students and to ensure prompt actions be taken.

5.6 Disposal of Personal Data

All types of recordings (including written and printed copies, audio or visual format, electronic copies, etc.) concerning personal data handled at the Service Unit should be destroyed by the student after the final assessment of their service learning is confirmed and when there is no dispute. Only records which do not contain any information leading to the identification of the individuals can be selectively preserved for academic purposes. Students are requested to make a written declaration at the end of the service period that they have complied with the regulation.

6. OTHER ADMINISTRATIVE ARRANGEMENTS

6.1 Cost and Subsidy

a) Participation in the In-house Service Programme is a service learning process. There is no employer-employee relationship between students and Service Units. All services performed by students will not be remunerated in any way.

b) Subsidy with a budget to be set out by the College in each academic year will be provided to the Service Units on a reimbursement basis for team-building activities or other expenses incurred. This amount is subject to review periodically.

6.2 Student Insurance

All students are insured under the scheme of "Group Personal Accident" insurance of the College against personal accidents while carrying out responsibilities during the service period. The scheme provides for compensation including death, permanent total disablement, permanent partial disablement, medical expenses and indemnity.

7. ASSESSMENT AND REVIEW

7.1 Assessment Components

Assessment of students' performance comprises three components, including attendance rate, individual log and a service record.

a) Attendance Rate
   Required attendance is 100%.

b) Individual Log
   Each participating student has to compile a simple individual log to record the services/activities done and the experience gained during the service period. The log is mainly for recording purpose. The log also helps the Supervisor evaluate students' participation in in-house service learning. Students have to upload the service record to the In-house and Community Service Management System (ICMS).

c) Service Record Compiled by the Service Unit
   The Supervisor at the Service Unit is required to complete a service record form in which an overview of each student's performance is provided. Performance items include attendance, punctuality, attitude/performance in learning servant leadership, communication, skills and dependability/work ethics.

7.2 Records and Recognition of Performance

a) Transcript
   The official transcript is a formal record of students' fulfilment of the service requirement. Recognition such as an award or scholarship received for outstanding performance in the In-house Service Programme will also be recorded in the transcript.

b) In-house Service Programme Scholarship
   Each Service Unit will nominate students with outstanding performance in areas such as punctuality, service attitude, etc. for the scholarship at the end of the in-house service period. Details of the Best in In-house Service Programme Scholarship are provided in the following table:

Criteria	• Best performance in In-house Service Programme in the academic year; and • Good conduct
Value of each award	HK$1,000
Number of places in each academic year	One recipient for each of the 7 Service Units of the In-house Service Programme in the academic year; if a Service Unit has no nomination in that year, the Committee may give an award to more than one student nominated by another unit.

c) Special Service Awards
   Unit Heads can also nominate as many as two students in senior years, or students of the non-degree programmes to receive a Special Service Award for continuous good service performance for the College even if they are not required to provide any in-house service.

Criteria	• Non-year-one degree students or higher diploma / DPUS students who are **not** required to fulfil in-house service but provided voluntary service to the College

	• Nominated by SDO or Service Units for their commendable service to the College
Value of each award	HK$1,000
Number of places in each academic year	2 recipients

7.3 Review of the Programme

a) Periodic Review Meeting
Student Development Committee meeting involving the In-house Service Programme Working Group, Student Development Office and Student Representatives will be conducted 3 times yearly to collect feedback from students and various parties concerned.

b) Annual Review Meeting
Review meeting involving In-house Service Programme Working Group, Service Units, Staff Mentors and Student Development Office and relevant parties will be conducted at the end of the academic year.

c) Student Self-evaluation
The In-house Service Programme will be included as one of the evaluation items in the college-wide annual User Survey of Student Services and Activities. Besides giving ratings to default questions, students can give written comments on the questionnaire.

- The End -