

SERVICE SECTION

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 counselling 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

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 counseling 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.

Forms of Service

There are 3 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.

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.

Conditions in details for the 3 Groups

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 programme is designed to provide for those who wish to

- give practical service at any stage of the Scheme; and
- take part in forms of service which are not covered by other services programmes.

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. The form of practical service may be changed if circumstances render continuation of the original choice impracticable or inappropriate.

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*.

* Practical service appropriate to the level is to be spread, if possible, over the period indicated.

3. Training

Participants should undergo appropriate *briefing* and then undertake *practical service*. The specified minimum duration of practical service appropriate to the level is to be spread, if possible, over the period indicated. However, the type of project may influence the situation. A project involving a piece of practical work related to buildings or gardens may require rapid completion and would be unacceptable if spread over of time, e.g. decorating a room.

The Service programme follows a similar pattern at each stage with no exemption for those who have successfully completed a service programme at a lower stage of the Award Scheme.

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

Bronze

Projects at Bronze level include:

- those which can be carried out under the *immediate supervision* of an adult social worker or an experienced volunteer.
- those of a team nature requiring 3 or more volunteers where the project is a “once for all” nature, e.g. clearing and tidying an overgrown garden. The team should be the subject of supervision.
- those which participants can carry out on their own but where no particular inconvenience of a person in need will occur if the work is dropped, e.g.

collection of foil, stamps or cards for charities, survey work and delivery of leaflets.

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. In addition to more demanding versions of suggested Bronze stage projects the following might be considered appropriate:

- Projects which require a continuing commitment over the period required.
- Projects which, after vetting, are considered suitable for a participant to execute unaided in a recipient own home.

Gold

At Gold level, participants should be mature enough to engage in any project 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.

5. Counseling sessions

It is important that at least **3 counselling sessions** with the assessor should be arranged 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.

Bronze

A minimum of 3 sessions, 1 to be arranged after about 4 hours' practical work and then 1 each month for reporting back and for discussion of progress and any problem arising.

Silver

A minimum of 3 sessions, 1 to be arranged after about 4 hours' practical work and the others as appropriate during the remainder of the 30 hours for reporting back and for discussion of progress and any problem arising.

Gold

A minimum of 3 sessions will be required during the 12 months to discuss and report back on the progress of practical work.

6. Diary and log book

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

The log book 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*.

The log can be verbal, taped or written account supported by slides, photographs, pictures, caricatures, graphic illustrations, etc.

Please refer to page 13-14 for criteria of log books.

7. Assessment

For the assessment, the participant and project Supervisor should discuss and review:

- the practical service, with attention to **reliability, competence, relations and attitudes**
- the log book
- completion of the Record Book

Assessors should normally be those who have been involved in supervising the practical service carried out by the participant.

8. 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. Moreover, there is no single recognized governing body appropriate to the wide variety of types of service likely to be undertaken. Leaders should be able to discover local sources.

GROUP 2 - SERVICE REQUIRING SPECIALIZED TRAINING

1. Introduction

This group comprises courses of specialized training, but which do not lead to specific qualifications. The syllabus set out for each of the following courses is not meant to be rigidly followed but should be used as a guideline for course organizers and participants.

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, participants must also render at least **40 hours** of practical service, related to the training undertaken. The combined period of training and practical service is to be at least 12 months.

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

Participants should complete the course and reach the required standard. Attendance must be at least **80 %**.

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. At least 3 counselling sessions with the assessor are to be arranged during the period of practical service.

b. Assessment

On completion of the course, the participant may be required to attend an oral/written test or to hand in a report/project. These can be used to ensure that the required standard is reached.

3. Guideline to the Various Types of Training

a. Award Scheme leadership (Gold)

This programme is designed to provide an understanding of the aim, content and conditions of the Hong Kong Award for Young People and opportunity to gain practical experience in running the Scheme.

Training

- i.** A briefing session on the Award Scheme as a whole - its aim and content.
- ii.** The leisure time needs of the adolescent and how these are provided for through the Award Scheme.
- iii.** Overall organization of the Scheme - Award Officers, Operating Authorities, Award Committee, Gold Award Holders' Association.
- iv.** Organization of the Scheme within a user unit.
- v.** A detailed look at the Sections of the Scheme.
- vi.** Specialist training in instructing or coordinating an activity or activities within a Section.
- vii.** The theory and practice of assessment.
- viii.** Discover the facilities and opportunities available to participants in the area
 - prepare an introductory talk for potential participants
 - show how the aims of the Scheme are achieved in practice
 - draw up a programme of training for an Expedition on foot indicating estimated time involved, sources of assistance and approximate cost to the individual and the group.

Practical Service

For at least the balance of the 12-month period, participants should be involved in the organization of the Scheme within a group. Such service must include at least 2 of the following:

- i.** Arranging a Course from one Section - provision of instructors, arrangement of assessment, finance, etc.
- ii.** Assisting, after receiving appropriate specialist training, in the instruction of Award entrants in one or more activities
- iii.** Assisting with the assessment of participants
- iv.** Compiling and maintaining records of all participants in a group

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. Assessment should include an understanding of the philosophical and educational values of each Section of the Award. Assessment should be undertaken by the Award Office of the Operating Authority or his nominee.

b. Counseling And Guidance (Gold)

Participants can join training courses organized by relevant agencies.

c. Fire Service (Bronze/Silver/Gold)

Instruction by approved instructors of the Fire Services Department and assessment in the form of oral/written tests given by Fire Officers at any local fire station. At least one practical session or visit should be arranged at a fire station.

Bronze

- i.** Organization and duties of the Fire Services Department
- ii.** Basic fire combustion theories
- iii.** General causes of fire and precautionary measures
- iv.** What to do in case of fire
- v.** Fire hazards and reporting procedures
- vi.** Fire Service Installations and Equipment in buildings
- vii.** Basic Knowledge on dangerous goods

Silver

Participants should receive the following training and in addition, whatever basic training in the **Bronze** syllabus which is deemed necessary and desirable.

- i.** Classification of fire and calamities
- ii.** Fire Service Installation and Fire Alarm System
- iii.** Firemanship
- iv.** Special risk in domestic - Liquid Petroleum Gas and Town gas
- v.** Fire services work other than fires
- vi.** Fire prevention (public places)
- vii.** Fire protection in HK

Gold

Participants should take part in Fire Service Instructor Training Course organized by the Fire Services Department and on completion of the course, organize training courses for Scheme participants.

d. Industrial Safety (Silver/Gold)

Participants can possibly participate in training courses organized by the Occupational Safety and Health Council.

e. Leadership in Other Voluntary Children & Youth Organizations (Silver/Gold)

- i.** Structure of the served organization
- ii.** Natures of services provided
- iii.** Roles, responsibilities and duties when conducting services
- iv.** Techniques in dealing with cases

In addition to the above basic training, participants must also render practical services.

f. Mountain Rescue (Silver/Gold)

Contacts can be made with the Civil Aid Service or other approved organizations in this field. There should be appropriate practical exercises.

g. Occupational Safety and Health Training Course (Bronze/Silver/Gold)

The Training Course is tailor-made by the Occupational Safety & Health Council (OSHC) for our participants. The purpose is to enhance participants' knowledge on occupational safety and health, and to promote safety awareness as part of the work culture and a way of life. Instruction and assessment are to be given by OSHC.

The courses are conducted in lecture and participants can enter any one level of courses directly. However, if participants choose to complete the courses consecutively, i.e. from Bronze level, then Silver and Gold level or from Silver to Gold level, they must take the *additional courses* in order to fulfill the required training period of respective level of Award.

Bronze

i. Office Safety

- General Office safety
- Effect of lighting, noise, ventilation system and indoor air quality on health
- Working posture
- Design of work station

ii. Fire Prevention

- Classification of fire and fire extinguishers
- Building structure for fire safety
- Fire detection and sprinkler systems
- Fire prevention and emergency response

iii. Manual Lifting and Handling

- Anatomy and function of back and waist
- Cause of manual lifting injury
- Method of correct manual lifting
- Prevention of back injury

iv. Safety and Health Regulations and Safety Quiz

Silver

Direct entrants to the Silver course should cover the Bronze level syllabus together with the programmes below.

- i.** Machinery Safety
- ii.** Safe Working at Height
- iii.** Electrical Safety
- iv.** Chemical Hazards, precautionary control measures and Safety Quiz

****Participants who have completed the Bronze course at Bronze level are required to complete the following additional courses.***

- v.** Prevention and control of occupational health diseases in office.
- vi.** Summer Job Safety
- vii.** Methods and exercise of alleviating stress
- viii.** Safe means of storage and stacking of material and Safety Quiz

Gold

Direct entrants to the Gold course should cover the Silver level syllabus together with the programmes below.

- i.** Personal protective equipment programme
- ii.** Basic safety management knowledge

****Participants who have completed the Silver course at Silver level are required to complete the following additional courses.***

- iii.** Chemical Safety at School, at home and in Laboratory
- iv.** Safe means of Lifting Machinery
- v.** Safe Operation of fork lift truck
- vi.** Safe Working in Confined Space
- vii.** Welding Safety and Quiz
- viii.** Searching Health and Safety Information on the Internet
- ix.** Emergency Procedures
- x.** Safety Color Code and Safety Quiz

h. Police Service

Instruction and assessment in the form of oral/written test are to be given by officers at the Hong Kong Police Force. At least 1 practical session should be arranged at a police station or a court.

Bronze

- i.** Organization of a force - Police rank structure
- ii.** Duties of the police
- iii.** Power of arrest of the police
- iv.** Work of the various departments
- v.** Road safety
- vi.** Police communications and practical use of telephone, radio and teleprinter
- vii.** First action at scene of incidents and accidents generally
- viii.** Police emergency system
- ix.** Crime prevention
- x.** Duties of citizens and citizens' power of arrest

Silver

Participants should receive the following training and in addition, whatever basic training in the Bronze syllabus which is deemed necessary and desirable.

- i.** Motor vehicle accidents, traffic control
- ii.** Procedure relating to lost and found property
- iii.** General lecture on the various specialist officers engaged in police work
- iv.** Training in the force
- v.** Qualifications and conditions of service

i. Road Safety Education Programme (Bronze/Silver/Gold)

- i.** Organization of the Hong Kong Road Safety Association and the rank structure of the Hong Kong Road Safety Patrol
- ii.** Duties- Laws about the Patrol
 - How to choose the proper locations for crossing duties
 - On duty work flow
- iii.** Traffic Regulations
- iv.** Road Crossing Code -
 - Six steps crossing code
 - Four kinds of crossing facility
 - Regulations about Pedestrians
 - Careless Pedestrians
- v.** Traffic Hand Signals
- vi.** Cyclists - Laws about cycling
 - Riding on the road
 - Bicycles maintenance
- vii.** Practical Service

Apart from the above training provided by the Hong Kong Road Safety Association, Bronze level participants have to attain the rank of Patrol Member or above, Silver level participants have to attain the rank of Deputy Captain or above, while Gold level participants have to attain the rank of Assistant Supervisor III or above.

For any query about the requirement of specific ranks attainment, participants can discuss with their Operating Authorities.

j. Safety in the Home (Bronze/Silver)

Participants can join training courses organized by relevant agencies.

Bronze

- i.** Home accident victims
- ii.** Effect of these accidents to the individual and/or the family
- iii.** Common types of accidents
- iv.** Causes of these accidents
- v.** Prevention of the different types of accidents

Silver

Participants should cover the Bronze level syllabus in addition to the following training

- i.** Other common accidents in e.g. the workshop or the garden
- ii.** Treatment
- iii.** Prepare to give a talk on Home Safety

k. Service Through Religious Education (Bronze/Silver/Gold)

Contacts can be made with local churches, religious groups etc. The training is opened to all levels and should include:

- i.** Using relevant religious books
- ii.** Religious books study
- iii.** Teaching methods
- iv.** Age group characteristics
- v.** How children learn

GROUP 3 - SERVICE REQUIRING SPECIFIC QUALIFICATIONS
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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, 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. At least 3 counseling sessions with the assessor are to be arranged during the period of practical service.

1. Canoe Lifeguard

Bronze	Silver	Gold
Elementary Canoe Lifeguard Certificate of the Hong Kong Canoe Union	Advanced Canoe Lifeguard Certificate 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 Adult First Aid Certificate of the St. Hong Kong John Ambulance Association OR Standard First Aid Certificate of the Hong Kong Red Cross Society	Basic First Aid Certificate or Adult First Aid Certificate of the Hong Kong St. John Ambulance Association OR Standard First Aid Certificate of the Hong Kong Red Cross Society	Adult First Aid Certificate of the Hong Kong St. John Ambulance Association OR Standard First Aid Certificate of the Hong Kong Red Cross Society

4. Home Nursing

Bronze	Silver	Gold
Basic Home Nursing Certificate of the Hong Kong St. John Ambulance	Adult Home Nursing Certificate of the Hong Kong St. John Ambulance	Adult Home Nursing Certificate of the St. John Ambulance Association

Association	Association	plus Adult First Aid Certificate
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5. Life Saving

Bronze	Silver	Gold
Bronze Medallion of the Hong Kong Life Saving Society		Award of Merit or Pool Lifeguard Award of the Hong Kong Life Saving Society

Content of a Service Log Book

1. **Cover Design**
 - Subject
 - Level
 - Name of Operating Authority and User Unit
 - To whom report is submitted

2. **Table of Content** - e.g.

P.1	Introduction
P.2
etc.	

3. **Introduction of the Organization**
 - Name
 - Type
 - Objectives
 - Address and Telephone No.
 - History
 - Assessor

4. **Personal Particulars**
 - Name
 - Age
 - Sex
 - Address
 - Telephone Number
 - Occupation
 - Interests/hobbies

5. **Particulars of your team members (if any) and instructors/assessors**

6. **Description of the Service**
 - Nature
 - Aims
 - Clients served
 - Duration and frequencies
 - 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 daily record.
9. **Conclusion** - Evaluation of the whole service: success and failure
- Recommendation for improvements
10. **Comment from Assessors**

Record Books

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 safety requirements have been met.

<p>銅章級服務科 BRONZE : SERVICE</p>
<p>服務形式 FORM OF SERVICE _____</p>
<p>訓練課程主辦者 TRAINING ORGANISED BY _____</p>
<p>日期 DATES _____</p>
<p>實際服務形式，完成的訓練或取得的資格 (適用者) FORMS OF PRACTICAL SERVICES UNDERTAKEN, TRAINING COMPLETED OR QUALIFICATION GAINED (AS APPROPRIATE)</p> <p>_____</p>
<p>評核員報告 ASSESSOR'S REPORT</p> <p>_____</p>
<p>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.</p>
<p>簽署 _____ 日期 _____ SIGNED _____ DATE _____</p>
<p>姓名 (正楷) NAME (IN BLOCK LETTERS) _____</p>
<p>資歷 QUALIFICATION _____</p>

銀章級服務科
SILVER : SERVICE

服務形式
FORM OF SERVICE _____

訓練課程主辦者
TRAINING ORGANISED BY _____

日期
DATES _____

實際服務形式，完成的訓練或取得的資格 (適用者)
FORM OF PRACTICAL SERVICES UNDERTAKEN, TRAINING COMPLETED OR
QUALIFICATION GAINED (AS APPROPRIATE)

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 _____ 日期 _____
SIGNED _____ DATE _____

姓名 (正楷)
NAME (IN BLOCK LETTERS) _____

資格
QUALIFICATION _____

金章級服務科 GOLD : SERVICE

服務形式
FORM OF SERVICE _____
訓練課程主辦者
TRAINING ORGANISED BY _____
日期
DATES _____
完成的訓練或取得的資格 (適用者)
TRAINING COMPLETED OR QUALIFICATION GAINED (AS APPROPRIATE) _____

評核員報告
ASSESSOR'S REPORT _____

實際服務形式
FORM OF 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 _____ 日期 _____
SIGNED _____ DATE _____
姓名 (正楷)
NAME (IN BLOCK LETTERS) _____
資歷
QUALIFICATION _____

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

實際服務形式
FORM OF 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 _____ 日期 _____
SIGNED _____ 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 _____ 日期 DATE _____