

Candidate Handbook

Version 1.3

Released: October 2017



Service to the Community Award (Level 3)



The Boys' Brigade Queensland Ltd

What's It All About?!

Recognizing that Jesus called us to serve others, the Service to the Community Award has been designed to encourage the service of others as a way of life.

Through undertaking the various levels of this Award, it is anticipated that you will develop an understanding of the many opportunities for service available in our community through examining various service organisations and participating in some of their activities.

After completing a level of the Service to the Community Award, you should be able to demonstrate that you have knowledge of:

- the purpose and structure of the organisation(s),
- the needs of the sector of the community he provided service to,
- the type of service he provided, and
- the benefit of that service to the organisation.

In particular regard to Level 3, practical service within the wider community is required. Before starting Level 3 of the Service to the Community Award you must be at least 14 BB Age and should have previously completed Level 1 and 2. In order to complete Level 3, you will be required to complete a two-part project that:

The essence of service is the volunteering of time and effort to the benefit of others without financial benefit.

1. Outlines the service undertaken
2. Demonstrates the understanding you have developed about the service organisation that you have worked with

More explanation on these two parts to your assessment will be outlined later on in these guidelines.

Selecting the Type of Service

It is important to make sure that you select the right type of service. As mentioned before, the emphasis of Level Three is that practical service within the wider community is required – that is you cannot count work done within your Church or Boys' Brigade Company towards this level.

Regardless of the specific service organisation you are intending to work with, it is vital to ensure that you select practical service involving direct contact with the people being served.

When choosing the service you are going to complete, you should consider forms of service that:

- Targets a disadvantaged community sector
- Require a sacrifice in terms of time and use of your practical skills
- Allows you to interact with the person or persons served
- Provides you with the opportunity to gain an appreciation of the general needs of the community or a segment of the community
- Stimulates you to think about the needs of others
- Is provided free of charge or personal reward

There are many community organisations suitable for training and service. If you are struggling to find a suitable organisation to serve with please contact the Operations Director : bbqldoperations@brigadeaustralia.org

Getting Approval to Commence

Before commencing any part of this Award, you must apply, in writing, to the BBQld Operations Director for approval for the service you want to undertake. Service projects that have not been approved prior to starting will not be considered for assessment. The approved application form is provided at the end of this document.

9 Helpful Hints to Consider Before Starting

<p>Hint 1 - make sure that the service is a complete project</p> <p>The project you undertake should have a clearly defined start, and end. It is not intended that you stop working on a project simply because you have finished the required 15 It should not leave anyone in the lurch after "using" them to chalk-up your 15 hours.</p>	
<p>Hint 2 - The number of hours is only a guide</p> <p>Though this minimum requirement must be fulfilled, the service should not be strictly tied to this. If the project you are undertaking takes longer than 15 hours, you are expected to continue your service to see the project through to completion.</p>	<p>Hint 3 - There is no requirement to spread the hours over any time period</p> <p>It is preferred that at Level 3 and above that the service be spread over a period of time rather than carried out in a single burst of activity (usually 3 months for Level 3).</p>
<p>Hint 4 - The end of a project should be planned from the beginning</p> <p>Endings need to be handled as well as beginnings. You may give something more important than service - friendship, through a regular visit. A person or persons who are socially restricted through age, handicap or similar situation may be likely to see more in your regular "work" visits than you do. In carrying out projects people are involved and can be hurt unintentionally. This end point should be clearly understood by all those involved.</p>	<p>Hint 5 - Make sure your project is real and your contribution is worthwhile</p> <p>Sometimes people approached think they are helping by finding something for you to do or they may think it is bad PR to refuse. As a result they may suggest something that would have been done anyway – perhaps done better – or worse still is really unnecessary. Discuss your expectations and details frankly. Knock backs in some circumstances are better than wasting an organisation's time and yours.</p>
<p>Hint 6 - Be flexible</p> <p>Someone might make suggestions you had not thought about. Consult early and widely and do not lock yourself into something until you have considered all the options.</p>	<p>Hint 7 - Consider the damage it might cause if you give up</p> <p>Having chosen a project carefully you need to remain committed through to its' completion. Except in very unusual circumstances a change of project will not be approved.</p>
<p>Hint 8 - Be enthusiastic</p> <p>Be enthusiastic, but not over-enthusiastic. Some things require specialised training and professional experience, so be prepared to work alongside professionals and under their direction. Consider carefully your limitations, and seek advice from those in charge if you are in any doubt.</p>	<p>Hint 9 - Send a thank you letter to your supervisor after you are finished</p> <p>Sending this letter closes your relationship with the organisation on a positive note. Remember, you may wish to go back at some point, or other boys from your Company may wish to work with the same organisation in the future.</p>

Getting Ready – Preparation and Training

Preparation and training for the award should be supervised at Company level.

Your Captain should ensure you have access to appropriate training and instruction through:

- completion of the prerequisites;
- any formal training required to be conducted at Company meetings; and
- preliminary briefing conducted with the person providing the opportunity for service (your supervisor), prior to commencing your practical service.

Any training you have to undertake as part of the compulsory requirements for the work you are doing counts towards the total number of hours of practical service being claimed.

A Company Officer or the Captain will coordinate your community service work at this level and his role is to:

- help develop your interest in Service to the Community;
- provide information and possible introductions to people or organisations where you might serve your practical hours;
- help you plan a training program (where appropriate)
- guide you in the evaluation of your practical service and in the preparation of a suitable project;
- supervise and encourage - not as a control, but as a facilitator and teacher giving feedback, approval and recognition where appropriate;
- help you draw things together and to see your efforts as an ongoing learning process; and
- assist you to apply your knowledge, or the knowledge to which you have access, to broaden your thoughts as you approach the award and become aware of the possibilities for service.

The Letter of Introduction

Attachment 2 is a general letter of introduction that you may want to copy to assist you in introducing yourself to those people who might provide an opportunity for a service experience.

Alternatively, the Company Captain may also provide you with a detailed letter of introduction, identifying you as a member of the Company and include relevant details, for prospective service providers.

If the prospective service provider is well known to the Company and has previously provided such opportunities the introductory letters may be not be necessary, but it is wise to check in advance and not to assume that a letter of introduction is not required.

The Letter of Thanks

You should conclude your period of service with a letter of thanks - other Boys from the Company or other Companies may want to serve at this place also. Leaving a good impression is also always important. Remember – the people involved took time and effort to help you learn and achieve.

You may use the sample in Attachment 3 as a guide, changing it to suit and adding something personal from your experience.

If you are writing to an organisation, make sure you know who to write to and how to properly address that person by name and his/her position.

Part 1 – The Practical Service Diary

As part of the materials you submit for assessment, you are to keep and submit a diary of your service. This diary should contain the following information:

- Introduction including details of:
 - Who the service was provided for
 - Description of the activities involved in the service
 - Comments made by recipients
 - Special comments received
 - Unusual experiences you had during the time
 - Dates and Details of any training/ briefing on your prospective service that you received
 - Details of any planning that preceded the service
- Describe how your service benefited others
- Describe how the experience benefited you
- Describe how you felt doing this work
- Describe how your understanding of others has grown
- A table containing the date, time and place of each period of service
- A letter of Certification by your Supervisor, or Captain confirming date and times of attendance

Be sure to take plenty of

PHOTOS

of your service, location and the recipients (remember to ask for their agreement) and any other interesting aspects of your service for inclusion in your diary.

Practical Service Diaries can be presented in any of the following formats:

1. The provided diary format
2. A written report
3. An audio-taped report
4. A video diary
5. A poster (including extensive explanatory notes)
6. A PowerPoint presentation or some other multimedia presentation

Or any combination of these presentation styles.

Part 2 – The Service Supervisor's Report

Your Supervisor, or the Contact Person from the Organisation you work with, needs to provide you with a brief report commenting on your performance. It is a good idea to tell them this will be required when you first attend an interview or training/briefing session so they will be prepared. This is part of your planning responsibility.

Part 3 – The Service Organisation Report

On completion of your service you are required to prepare a detailed project for assessment.

This report can be presented in any format - verbal, written, audio or video taped or by computer presentation or any combination of these.

Photographs of the activity can be a useful addition to the report. Regardless of the type of report being submitted, it must provide responses to all of the content guides given below.

Your project may follow the guidelines in this section for structure and key points, but don't be limited by them. Explore the service area in detail and to put as much of yourself into your project as you can.

Remember this award is about learning through experience and your project should convey what you have learned and felt about your involvement in the service activity.

The following are a guide to the aspects you should consider in your project:

- Cover page (Include the date, your name, address and Company details)
- Project Header Page (The organisation or individual served):-
 - Name of organisation
 - Address
 - Contact person
- Explain the aim and objectives of the Organisation
- Overview the history of the Organisation
- Describe the programs the Organisation offers
- Give some examples of the Organisation at work
- Describe the organisation structure and staffing
 - Staff (paid and volunteer)
 - Geographic distribution (Branches etc)
 - How they communicate with each other
- Explain how the Organisation is funded
- List the buildings and other resources that the Organisation owns or uses
- Describe the challenges being faced by the Organisation
 - Funds
 - Staff
 - Equipment
 - Help
- Review the future plans of the Organisation
- Describe how individuals and the Community can assist in the work of the Organisation
- Share your impressions of the Organisation at work
 - Are they effective?
 - What things were good?
 - What things could be improved?
 - How are people's lives changed?

Remember to show initiative in the preparation of your project! Include things such as brochures, diagrams, photographs that will aid in communicating what you learnt. Take the time and effort to present your project in the best manner you can.

Part 4 – Captain's Comments

When you have all the things that go together to make up your project, you need to get your Captain (or the Officer responsible for supervising your Service) to check your project and diary for completeness and correctness. Your Captain is to attach a brief comment about your work and include any other details that may help when it is being assessed.

Bringing It Together – A Checklist

Here is a checklist to ensure that you have covered all the actions and requirements of the award. Tick off the boxes as you complete each action.

1. Find an area of service you are happy to do and which gives you scope to prepare a written project, then develop a plan of action
2. Write to the BBQld Operations Director and obtain approval **before** you start using the application form included in the back of this workbook
3. After approval, carry out your service, **15 hours minimum**
4. Keep a diary of your practical service
5. Prepare your project covering:
 - Your name and Company details, etc
 - Description of the service, and why you chose it
 - A diary of service which must be certified by your Captain
 - Description of what you learned from the experience, including details of the people or organisation you helped (how it functions etc)
 - A reference note from the responsible person at the place of service
 - Your Captain's final OK for your project and his written comments
6. When it is complete ask your Captain to submit your project for assessment through the Boys' Brigade Office
7. Send a 'Thank You' letter to your supervisor

Attachment 1
Sample Letter of Introduction

Your Address

Date

Name of addressee
Address

Dear

My name is [*name*] and I am a member of The Boys' Brigade – [*Company*] Company.

As part of our award scheme, we have the opportunity to undertake a program of community service which is aimed at exposing us to the work of various volunteer organisations within our community and the needs of various groups within our community.

Having heard about the work your organisation does, I was wondering if I would be able to undertake my service project with your organisation. This service project consists of a minimum of 15 hours duration which, amongst other tasks, sees me with actual contact with the people I will be assisting. I would anticipate working with you between [*dates and times*].

I would like to work with your organisation because [*insert reasons why you want to work with this organisation in particular*].

I can be contacted on [*phone number – make sure it is one that you answer (not a mobile that is off most of the time)*].

I look forward to hearing from you.

Yours sincerely,

[*insert your name*]

Attachment 2
Sample Letter of Thanks

Your Address

Date

Name of addressee
Address

Dear

Thank you for the opportunity of working with your organisation during [*specify period*].

It was a great chance to learn something of the work you do and the service your organisation provides to the community.

I learnt a lot about [*insert here the detail of some of the things you learnt about*] and I enjoyed [*something special you liked*].

I also appreciated the time you gave to talk to me, to introduce me to others and to show me all about the work in which I was to participate.

Yours sincerely,

[*insert your name*]

Attachment 3
Commencement Application



T H E B O Y S ' B R I G A D E Q U E E N S L A N D
Service to the Community Award (Level 3)
COMMENCEMENT APPLICATION

This application is to be submitted at least 1 month BEFORE commencing this award

Candidate Details:

Name:	Date of Birth:
Company Attended:	Telephone No:
Postal Address:	
Email Address:	

Service Details:

Name of Organisation:
Organisation Address:
Contact Person:
Type of work you will be undertaking in the service organisation:

Project Details:

Report type and how you will present it (Written, Audio, Video, PowerPoint, Multimedia):
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Captain's Endorsement:

Name:	
Signature:	Date

When complete, please send to
The Operations Director
The Boys' Brigade Queensland
PO Box 165
MT GRAVATT QLD 4122

