



# VOLUNTEERS IN SERVICE

## HANDBOOK

Socially Responsible Citizens' Guide

*“And do good; that ye may prosper.”*

Al-Quran (22:77)



CAPITAL UNIVERSITY OF SCIENCE & TECHNOLOGY  
ISLAMABAD





# VIS

## Handbook

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# UNIT 1

## **Before You Begin Your Volunteer Service**

*Volunteer work can mean different things to different people.  
But at VIS, we believe in the following definition.*

## **1.1 What is volunteer service?**

Volunteer Service is an act in recognition of a need, with an attitude of social responsibility and without concern for monetary benefit, going beyond one's basic obligations.

Thus a Volunteer is someone who gives time, effort and skill to a need or cause without profiting monetarily.

## **1.2 Why volunteer?**

As per the Quranic reference:

“Help ye one another in righteousness and piety, but help ye not one another in sin and rancor.”

(Al-Quran, 5:2)

“And do good; that ye may prosper.”

(Al-Quran, 22:77)

And with reference to our Holy Prophet (PBUH):

The Prophet (PBUH) said, “On every Muslim there is enjoined compulsory sadqa (alms).” They, the people, said, “If one has nothing?” He said, “He should work with his hands so that he may benefit himself and give in charity.” They said, “If he cannot work or doesn't work?” He said, “Then he should help the oppressed unhappy person by word or action or both.” (Sahih Bukhari)

Thus, it is our religious obligation to volunteer to help the ones in need. CUST has taken an initiative in this regard to engage our youth in volunteer community service so as to give them a view of the flip-side of the picture, to make them aware about the hunger, deprivation, ailments and social problems that people, living around us, face each day.

## **1.3 How to get placed?**

To start the mandatory community service through VIS directorate, CUST students should first complete the Basic Registration Process as guided by the VIS directorate.

After that, the volunteer should approach the VIS directorate as and when he/she is available to perform the community service. Volunteers can choose any place for placement out of VIS Partners' List (to be made available on CUST website). A Placement Letter will be issued by the VIS directorate for a specific organization. The volunteer(s) will be briefed on how to perform volunteer service and how to maintain their annexes (i.e, Attendance Format, Volunteer's Feedback Form and Site Supervisor Evaluation Format), how to prepare and submit their final report.

## **1.4 What is a placement letter and what to do with it?**

A placement letter is a document issued by the VIS directorate in the name of one of its Partner Organizations. It is a sort of intimation to the organization about the Name(s), Number of Volunteers and the relevant Contact Details alongside the Dates of Placement, Daily Timing, Total Hours to be served by the Volunteer(s) and Breakup of Hours. It also holds the Name, Designation, Telephone Numbers and Address of the concerned person of the respective organization of placement. For a placement

letter to be authentic, it should be duly signed by an issuing authority from VIS directorate.

The placement letter also serves as the Joining Report of the Volunteer(s). Upon receiving the letter back at the office after being signed and stamped by Site Supervisor, the VIS directorate records the joining status of the volunteer(s).

### **1.5 What if I want to withdraw my placement/discontinue/skip/put it on hold?**

Once a placement letter has been issued to the volunteer(s), it is the responsibility of the volunteer(s) to join the place of placement as the VIS directorate issues a placement letter only after discussion with the volunteer(s) and only if the volunteer(s) agree on the place and duration.

But still, in case the volunteer(s) meet an emergency or any unavoidable situation, they should inform the VIS directorate either by visiting the office within 2 days or via telephone/email on the same day. In case of Monitoring, any person not found on the placement site (leave without intimation) will be automatically considered “***Withdrawn Due to Leave without Intimation***” and will be put on hold for next 6 months and no new placement will be issued before the said period (as per VIS SOPs).

During this period, if the student approaches the VIS directorate, the team will guide on the further process but the concerned person(s) will not be allowed to join the same place again and new placement will be made when deemed suitable after the 6 months period.

Therefore it is very much necessary to inform the VIS directorate even if one wants to avail a leave from the placement site because if the person is found absent during Monitoring Visit or Call (without intimation to VIS) he/she will be marked “***Absent***” and that may cause the same status for the person i.e., “***Withdrawn Due to Leave without Intimation***”.

### **1.6 How much service will I be doing?**

Although, there’s a general requirement of 65 hours for the mandatory community service for degree completion, the amount of service you will be doing will depend on the number of hours left to be served. Some volunteers also participate in certain campaigns that have a certain weight against Mandatory Volunteer Service Hours (MVSH). Those hours will be subtracted while issuing a placement letter.

The placement letter to be issued before placement will have all the details as given below:

#### **PLACEMENT DETAILS (Specimen)**

Service Learning Duration:	65 hours
Breakup:	Monday to Saturday
Timings:	9:00am to 2:00pm
Commencement Date:	23 <sup>rd</sup> Nov, 2016
Ending Date:	7 <sup>th</sup> Dec, 2016

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## **1.7 How do I get to the work site?**

Volunteer work sites are in a variety of locations. These can be reached via public/private transportation. Transport/Carpooling is encouraged. Identify someone in class with the same schedule so that you can carpool, but the specific arrangements of carpooling must be worked out between you and your fellow students so as to avoid any conflict. VIS directorate will play role in this process.

In case, you don't know the place, get instructions from VIS directorate or the Site Supervisor (contact details available on the last page of your placement letter).

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# UNIT 2

## **During Your Volunteer Work**

*This unit tells about not only how to perform your community service, but also how to thrive in it and achieve your academic learning objectives.*

## 2.1 How to perform my service?

After the placement letter is issued from VIS directorate, you should join the work site as per the date and time mentioned on your placement letter.

The tasks to perform at the work site will be assigned to you by the Site Supervisor. These tasks should be completed within the specified time as guided by the Site Supervisor. If you have some difficulty in performing a certain task, you should ask the Site Supervisor for guidance. You should not refuse to do any task as it is your responsibility to support the organization in any way they see fit. However, you are not supposed to get involved in any un-ethical, un-lawful or illegal act and inform VIS directorate immediately if asked to perform any such task.

VIS directorate discourages the volunteers from getting involved in any financial transaction with the organization. CUST students are not allowed to get involved in Fund Raising that involves collection of cash or cheque either from your own reference or that of the organization. But still you can plan, organize and run a Fund Raising Campaign for the organization of placement, avoiding involvement in cash or cheque handling at any time or in any way.

CUST volunteers are supposed to perform their duty with distinction and bring good name to the institution. Anyone doing otherwise shall be liable to disciplinary action. Any sort of misconduct at the placement site or in its surroundings is highly discouraged and VIS directorate reserves the right to take action against the person, if found guilty of misconduct.

Be punctual and responsible: Although you are volunteering your time, you are participating in the organization as a reliable, trustworthy, contributing member of the team and a representative of your institution i.e., CUST. Both the administrators and the person(s), whom you serve, rely on your punctuality and commitment to completing your service hours throughout your placement with honesty.

Other things to avoid are:

- i. DON'T give or lend any one at placement site, money or other personal belongings.
- ii. DON'T make promises or commitments that you cannot keep.
- iii. DON'T give any one a ride in a personal vehicle.
- iv. DON'T tolerate verbal exchange of sexual nature or engage in behavior that might be perceived as sexual with any partner organization representative.
- v. DON'T tolerate verbal exchange or engage in behavior that might be perceived as discriminating against an individual on the basis of their age, race, gender, sexual orientation, ability, or ethnicity.
- vi. DON'T engage in any type of business with any partner organization representative(s) during the term of your service.
- vii. DON'T enter into personal relationships with any partner organization representative(s) during the term of your service.
- viii. DON'T leave your personal belongings where others may be tempted to take them.
- ix. DON'T wear excessive or expensive jewelry.
- x. DON'T form judgments quickly; you may not know the whole story.

## **2.2 How to take a leave? (In case of emergency only)**

While you are serving at the Placement Site, you are not allowed to take leaves either short or full day. But just in case of any unavoidable situation or emergency, you are allowed by asking permission of your Site Supervisor and informing the VIS directorate right away. In case, you do not get permission from Site Supervisor or do not inform the VIS directorate, you might get marked in Monitoring Visit or Call. This would lead to cancellation of the Placement and getting you banned for next 6 months for further placement.

Therefore, it is your prime responsibility to get permission from Site Supervisor and also to inform VIS directorate even if it's a short leave of a few hours. Your last date of service would be extended by the day(s) you get leave for as you have to complete your assigned hours.

## **2.3 How will I be monitored?**

While you are serving at the Placement Site, you are monitored by VIS directorate in either of the two ways:

- i. Telephonic Verification
- ii. Monitoring Visit

Monitoring is done on random basis. So anyone can be monitored randomly on any day or time. Therefore, not being at the Placement Site without intimation to VIS directorate may lead to disqualification for up to 6 months.

## **2.4 What if there is a problem?**

In case of any problem, contact your Site Supervisor as soon as possible. In case the Site Supervisor doesn't solve your problem or help you out, contact VIS directorate. You are not allowed to take things into your own hands in any case. Please remain calm and act maturely. **DO NOT PANIC.**

## **2.5 How do I end my service?**

How you end your Volunteer Service experience is almost as important as the beginning. This is especially important for students who are doing their volunteer service through placement where they are visiting a site on a regular basis, working under a Site Supervisor.

Above all, don't just "disappear"! Saying "good-bye" is also an opportunity to say "thank you." Remember, you have benefited from your service as much, if not more than, you have benefited others. Take this opportunity to express your appreciation to those you have been working with, including the Site Supervisor(s), staff members and the organization. To formalize the end of the Volunteer Work experience, you may choose to do one or more of the following:

- i. Write a "Letter of Thanks" to the Site Supervisor or the Placement Site.
- ii. Take a "selfie" with the Site Supervisor and his team.
- iii. Capture photographs of the work site, compile an album and present to Site Supervisor.

- iv. Compile a booklet, essays or other assignments for the Placement Site.
- v. Plan and/or participate in a culminating event at the site (parties, field trips).
- vi. Invite community partner(s) to culminating events on campus (for example: presentations).

## **2.6 How to make my report?**

It is advised that you maintain a Daily Log of activities that you perform each day. The Daily Log should at least be 3-4 lines long (for each day). You should try to write each and every detail of each day so as to justify the time that you spend at the Placement Site. Failing to do so may lead to rejection of your report. This Daily Log should be put under the content of “Day/ Date Wise Activities” (as mentioned in the Reporting Format).

This portion should not be plagiarized from any other report and not even from the data of other volunteers of your group (even in case of Combined/Group Report) even if you have been doing the same work/activities. Everyone has one’s own understanding, observation and learning. So your daily reflection or log should be different from others.

VIS directorate, at the time of placement, provides you with briefing on all aspects including Report Format. A Report Format is being attached in this Handbook.

In case, you have done some campaigns as well, please add a separate heading and paragraph of 10-15 lines for each campaign after the “Day/ Date Wise Activities”. Annexes from A1 to A3 should be attached at the end of the report after getting A1 and A3 duly signed and stamped by the Site Supervisor.

## **2.7 Signature and stamp of site supervisor**

Please make sure that Attendance Sheet (A1) and Site Supervisor’s Evaluation (A3) have your Site Supervisor’s Signatures and Stamp before submitting the report to VIS directorate. Without signatures and stamp on both forms, your report will not be accepted.

## **2.8 Report format**

A Standard Report Format is attached here for your convenience. The most important contents are: Day/Date Wise Activities, Attendance Sheet, Feedback Form and Site Supervisor’s Evaluation.

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## Report Format

Title (Placement Site Name)

Volunteers In Service Directorate (VIS)  
Volunteer Service Placement Report

Start Date

End Date

Address Of Partner Organization

Worksite Photographs (Must)

<p>Working Picture of Volunteer</p>	<p>Working Picture of Volunteer</p>	<p>Working Picture of Volunteer</p>
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Group Members/Individual Name  
With Registration Numbers



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## **2.9 Contents Required:**

- i. Tables of contents (1 page)
- ii. Introduction of the group/ individual (Maximum 1 page)
- iii. Organizational profile (Maximum 3 pages)
- iv. Overview (Minimum 1 page)
- v. Scope of VIS activities (Minimum 1 page)
- vi. Date/day wise activities (individually, flexible length)
- vii. Summing up (Individually, Minimum 1 Page)
- viii. Lessons learnt (Flexible)
- ix. Recommendations/ suggestions (Optional)
- x. Views about organization (Optional)
- xi. Working pictures (Must)

Please attached the formats from page A1 to A3

## **Guidelines for Report Writing**

### **1 - Tables of contents**

Tables of contents should include all the contents heads with page numbers.

### **2 - Introduction of the group/ individual**

The standard format for introduction of the individual is as per following.

- i. Name of the student
- ii. Registration Number
- iii. Course & Batch
- iv. Contact number/ e-mail ID
- v. Mission in life

### **3 - Organizational profile**

- i. Short profile of the organization minimum 2 pages and maximum 4 pages.

### **4 - Overview**

- i. What he/she thinks about the VIS before starting

### **5 - Scope of VIS activities**

- i. Introduction of VIS program
- ii. Focus areas

### **6 - Date/day wise activities (individually)**

- i. Each student's brief Day/date wise activities with their name (at least 3-4 line per day)

### **7 - Summing up (Individually)**

- i. Short summary of whole activities

## **8 - Lessons learnt**

- i. What he/she has learnt through the activities
- ii. What paradigm shift did they experience?

## **9 - Recommendations/suggestions**

- i. Any recommendation or suggestions for the betterment of the organization/dept./ institution
- ii. Any suggestion/ recommendation for VIS betterment

## **10 - Views about organization/dept./institution (optional)**

- i. What do you think about the organizations working/ activities and their impact for the community/ society?

## **11 - Working pictures (Must)**

- i. Volunteers working pictures should include the volunteers him/herself.

## **12 - Forms from Page A1 to A3**

- i. Above mentioned forms should be completely filled before attaching

**NOTE:** Report should be submitted within 12 days after completion of the VIS activities in soft & hard copy. Failing to submit within the time frame will lead to “W” grade.

Email address for soft copy of report: [report.vis@cust.edu.pk](mailto:report.vis@cust.edu.pk)

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# UNIT 3

## **Submission of Report and Status Update**

*This section guides about the process after the completion of service at work site to certificate issuance.*

### **3.1 Submission of hard and soft copy of report**

The report should be submitted in both Hard and Soft form. Hard Copy should also include Annexes from A1 to A3 as mentioned earlier. Soft Copy (that you have prepared in MS Word) should be emailed at [report.vis@cust.edu.pk](mailto:report.vis@cust.edu.pk).

Your report will only be reviewed if you submit both copies alongside. Missing any one copy will lead to delay in review. In this case, the volunteer will be responsible for the delay.

### **3.2 How to confirm my status?**

Three days after submission of your report at the VIS directorate, you may contact to confirm the status of your report whether it has been accepted or not. In most rejection cases, VIS directorate will either email or text you about the rejection or any issues.

### **3.3 How to apply for certificate?**

After successful completion of the process till acceptance of your report, you may request the VIS directorate to issue a certificate regarding your Volunteer Service Completion. VIS directorate will issue the certificate within 15 days of application or as soon as a batch of 100 applicants is attained (whichever comes first).

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# Capital University of Science & Technology

## Volunteers in Service Directorate

### VOLUNTEER'S EVALUATION OF PLACEMENT

Your feedback is highly valued by CUST as it helps us further improve the VIS program. The information you provide below will assist the University in continuing to strengthen the quality of the volunteer work program and volunteer opportunities at CUST. The information you provide will be compiled in various reports. Any personal data you provide will only be used to give group statistical information about respondents of this evaluation.

<input type="checkbox"/> Name: _____	<input type="checkbox"/> CUST ID No: _____
<input type="checkbox"/> Course / Degree: _____	<input type="checkbox"/> Semester: _____
<input type="checkbox"/> Year: _____	<input type="checkbox"/> Instructor: _____
<input type="checkbox"/> Age: _____	<input type="checkbox"/> Gender: Male <input type="checkbox"/> Female <input type="checkbox"/>

My Service Placement with: \_\_\_\_\_  
(Organization)

At: \_\_\_\_\_  
(Address)

I contributed approximately \_\_\_\_\_ hours total to this organization.

Briefly describe your service activities.

Rate your service placement in the following areas (mark only one per row).

Sr #	Parameter	Very Satisfied	Satisfied	Dissatisfied	Very dissatisfied
a.	Helpfulness of Staff				
b.	Adequate orientation				
c.	Adequate Supervision				
d.	Meaningful Tasks to Perform				
e.	Recognition of your efforts				

Did your service activities enhance your understanding of course content? YES  NO

How? \_\_\_\_\_

Would you recommend this site to future volunteers? YES  NO

Why? \_\_\_\_\_

Please check the extent to which you agree with the following:

a. I feel that I was able to make a meaningful contribution to the community through this Volunteer Work experience.

Strongly Agree       Agree       Disagree       Strongly Disagree

b. I feel I would have learned more from this if more time was spent in the classroom instead of doing service in the community.

Strongly Agree       Agree       Disagree       Strongly Disagree

c. I feel more comfortable participating in the community after this class.

Strongly Agree       Agree       Disagree       Strongly Disagree

Would you ever enroll in another course with a service component?      YES       NO

Why? \_\_\_\_\_

As a result of this course has your attitude toward volunteering/community service become (check one):

More Positive       Stayed the same       More Negative

Were you given ample opportunity to reflect upon your service experience in writing or during class discussion?

YES       NO

Please comment on the reflection activities from which you gained the most insight –

What would you do to improve this VIS program?

What was the most valuable thing that came out of your volunteer service experience?

Additional Comments:

Student Name \_\_\_\_\_

Date \_\_\_\_\_



# Capital University of Science & Technology

## Volunteers in Service Directorate

### SITE SUPERVISOR'S EVALUATION OF VOLUNTEER

(This student performance evaluation to be completed by Site Supervisor.)

<input type="checkbox"/> Student Name: _____	<input type="checkbox"/> Date: _____
<input type="checkbox"/> Placement Site: _____	<input type="checkbox"/> Site Supervisor: _____
<input type="checkbox"/> Evaluation Period: _____	<input type="checkbox"/> # of hours worked: _____

A- Please rate the volunteer/service learner performance in the following areas:

1 - Unsatisfactory      2 - Satisfactory      3 - Good      4 - Excellent

1	Fulfillment of learning plan objectives	1	2	3	4
2	Sensitivity towards people with whom he/she worked	1	2	3	4
3	Responsibility for attendance and punctuality	1	2	3	4
4	Quality of performance of service activities	1	2	3	4
5	Commitment to completing tasks	1	2	3	4
6	Adaptability to change i.e scheduling needs	1	2	3	4
7	Respect for confidentiality	1	2	3	4
8	Awareness of role in the community/organization	1	2	3	4
9	Benefit of service provided	1	2	3	4

B- Please comment on the student's greatest strengths and any areas for improvement. Also, is there anything which this volunteer did which was particularly creative or noteworthy? Feel free to comment:

**Note for Site Supervisor:**

This evaluation will be considered in assessing the student's performance in his/her volunteer course. If you have any questions, please contact at  
Tel: 051-111 555 666 ext. 380

Thank you!

\_\_\_\_\_  
Signature of Site Supervisor + Stamp

\_\_\_\_\_  
Date

GENEROUS  
GIVING  
AWARENESS  
SERVICES  
ASSISTANCE  
MORAL  
CARE  
AID  
MISSION  
HELPING  
RESPECT  
TOGETHERNESS  
CHARITY  
LIFE  
VOLUNTEER  
TIME  
ALTRUISTIC  
COMMUNITY  
CONTRIBUTION  
RESCUE  
DONATIONS  
ADULT  
ASSISTED  
SUPPORT  
HOPE  
TEAMWORK  
PERSON



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