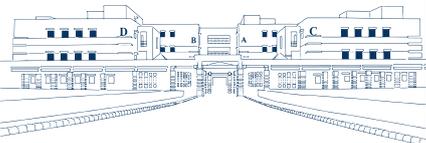




**CAPITAL UNIVERSITY
OF SCIENCE AND TECHNOLOGY**



ADMISSIONS



REGISTRATIONS



SCHOLARSHIPS



ASSESSMENTS



REGULATIONS

CUST VIS POLICY

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Volunteers in Service Directorate

1. Applicability and Accountability

This policy applies to all graduating students at the Capital University of Science and Technology (CUST), Islamabad. Accountability, ensuring that students are informed about the outcomes achieved and the methods used to reach them, is both a core duty and a fundamental mandate of the Volunteers in Service Directorate (VIS).

2. Introduction

The VIS was founded in April 2016 to bring to life the vision of the esteemed Chancellor, Mian Amer Mahmood, who aspired to foster a socially responsible society. The directorate plays a key role in raising awareness among CUST students of pressing social issues such as poverty, hunger, and illiteracy, while helping them recognize their role in addressing these challenges. To instill a sense of social responsibility, every graduating student at CUST is required to complete at least 65 hours (equivalent to two weeks) of community service prior to graduation.

The VIS Directorate has established strategic partnerships through Memoranda of Understanding (MOUs) with 100 organizations to facilitate student community service placements. The VIS Directorate carefully matches and assigns students to various partner organizations based on community needs and student competencies. The program expressly forbids any form of fundraising or financial transactions during volunteer activities.

3. Vision

Foster socially responsible citizens (SRC) who are self-starters in terms of welfare and social development.

4. Mission

Instill a spirit of volunteerism in youth to make them realize the importance of their role in the betterment of society and in eradicating social evils like poverty and illiteracy.

5. Objectives

- (1) Fostering Social Responsibility
- (2) Bridging Classroom and Community
- (3) Building Strategic Partnerships
- (4) Developing Professional Competencies
- (5) Promoting Inclusive Development

6. Thematic Areas

- (1) **Educational Outreach:**
 - (a) Conducting classes in non-formal education centers
- (2) **Social Impact Coordination:**
 - (a) Designing and managing community welfare initiatives
 - (b) Promoting awareness of social welfare campaigns
- (3) **Community Partnership Engagement:**
 - (a) Supporting the daily operations of partner NGOs and welfare organizations
 - (b) Assisting healthcare professionals and guiding patients
- (4) **Specialized Care Services:**
 - (a) Providing compassionate care for persons with disabilities and senior citizens
- (5) **Health & Environmental Initiatives:**
 - (a) Organizing blood donation campaigns

- (b) Leading tree plantation and urban greening project

7. Requirement

All CUST undergraduates must complete a minimum of 65 hours (equivalent to two full weeks) of community service as a graduation requirement.

8. The Standard Operating Procedures (SOPs)

8.1 Registration

Before contacting the VIS Directorate for placement, Students must register via the CUST student portal (www.tajseel.cust.pk).

8.2 Orientation

Mandatory orientation sessions are organized covering:

- (1) Concept and importance of volunteering
- (2) Providing guidelines for performing their volunteer work
- (3) Issuance of official placement letter
- (4) Distribution of VIS program handbook
- (5) Briefing about the monitoring process
- (6) Awareness about the following restriction
 - (a) Fundraising
 - (b) Cash Handling
- (7) Guidance on reporting issues to VIS Directorate during service

8.3 Joining

Students are assigned a placement with partner organizations for the fulfillment of volunteer service. Students are informed that the VIS program requires satisfactory completion of 65 service hours with verified attendance documentation.

8.4 Monitoring by VIS Directorate

Volunteers should be monitored by the VIS office through:

- (1) Visits
- (2) Telephonic Contact and Email

8.5 Report Submission

Submission of service reports followed by a comprehensive evaluation

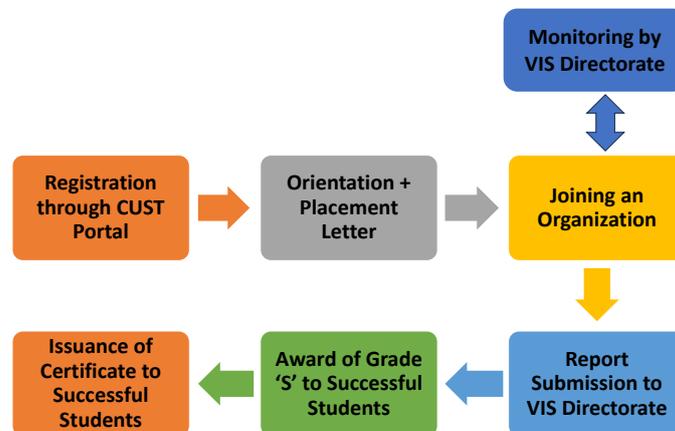
8.6 Award of Grade

Upon successful completion, volunteers are awarded a satisfactory performance rating.

8.7 Award of Certificate

Certification is awarded to volunteers who satisfactorily meet all program requirements.

8.8 Road Map



9. Final Report Submission

The final report for the VIS service must be submitted within 12 days after the completion of the VIS activity. The report should include the following.

- (1) Placement letter
- (2) Full attendance record (Annexure A1).

- (3) High-quality photos with good resolution that can be taken during activity
- (4) Feedback regarding the employer(Annexure A2)
- (5) Student performance evaluation by the employer (Annexure A3)
- (6) A report outlining:
 - (a) **Overview and Introduction of the Organization** – A brief background and scope of the organization.
 - (b) **Daily Activities** – A breakdown of tasks and commitments carried out each day.
 - (c) **Advantages of Volunteer Work** – The positive impact and benefits gained from participating in volunteer work.

10. Partner Organizations

The VIS Directorate welcomes partnerships with any non-profit organization (NGO, NPO, etc.) dedicated to social welfare and public benefit. Eligible organizations can work in various fields, including health, education, hygiene, peace building, environmental conservation, human rights, or other similar areas to improve lives.

10.1 Criteria for Registration

To become a CUST partner, an organization must be:

- (1) Formally registered and actively engaged in initiatives that support a social cause.
- (2) Operate from a separate, independent office.
- (3) The organization must possess formal registration and recognition, nationally or internationally.

10.2 Impermissible

CUST does not partner with individual applicants or organizations that promote political, ethnic, sectarian, or religious agendas.

www.cust.edu.pk/VISatCUST

www.facebook.com/VISatCUST



Capital University of Science & Technology

VOLUNTEER'S FEEDBACK FORM

Student Name:	Registration Number:
Organization:	

Volunteer's Evaluation Ratings for the Organization:

Sr #	Parameter	Highly Satisfied	Satisfied	Dissatisfied	Highly Dissatisfied
a.	Helpfulness of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Adequate orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Adequate Supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Meaningful Tasks to Perform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Recognition by the organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Ability to make meaningful contribution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Preference for classroom learning over service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Comfort level of participating in community work after this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	I should be reallocated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments:

Student's Signature _____

Date _____



Volunteers in Service Directorate



Capital University of Science & Technology

SUPERVISOR EVALUATION OF VOLUNTEER

(This student performance evaluation will be completed by the Site Supervisor)

Student Name:	Registration Number:
Organization:	

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

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

Parameters	Unsatisfactory	Satisfactory	Good	Excellent
Fulfillment of learning plan objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sensitivity towards people with whom he/she worked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsibility for attendance and punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of performance of service activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commitment to completing tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adaptability to change (e.g., scheduling needs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respect for confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Awareness of role in the community/organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Benefit of service provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B-Please comment on the student's greatest strengths and any areas for improvement. Also, is there anything that this volunteer did that 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 us at

Tel: 051-111 555 666 ext. 380

Name & Signature of the Supervisor with Stamp

Date



Volunteers in Service Directorate

DISCLAIMER: Capital University of Science and Technology reserves the right to change, amend, replace or annul any part or whole of this document without any notice.