

SECTION NOTES

SERVICE



This leaflet provides a basic outline of the International Award for Young People, with particular emphasis on the Service Section. It explains what is involved in acting as an Award Activity Coach for the Service Section.

More detailed information can be obtained from the *International Handbook*, from trained Award Leaders, and from the local or National Award Authority.

What is the Award?

The Award is a programme of personal development for young people aged between 14 and 25. It has three levels: **Bronze**, **Silver** and **Gold**; each of which takes an increasing commitment of time to achieve.

Participants set themselves challenging personal goals in four different Sections:

- Service
- Skills
- Physical Recreation
- Adventurous Journey

With an additional requirement of a Residential Project at Gold.

Throughout the Programme participants can either develop existing interests or try something new. The Award is not a competition; it is based on personal improvement and achievement. Once participants have set their goals, striven to achieve them and shown improvement, they will achieve their Award.

What is an Activity Coach?

An Activity Coach's role in the Award is that of instructor, mentor and supervisor.

You should have considerable knowledge and experience of the chosen activity. If necessary, you should hold any appropriate specialist qualifications. You should be able to guide the participant in the activity and help them to set their own appropriate, realistic and individually challenging goals.

As a mentor, you should be able to listen to and help

with a participant's thoughts, concerns and questions. You should be able to help them think about their progress in the activity, and help them to identify ways to continue their progression. You should be able to talk and work easily with young people. You should meet the participant regularly to discuss progress.

As a supervisor, you should check that the participant participates regularly over the minimum time period and shows improvement while striving to achieve their goals. At the end of the process you will be required to sign the participant's Record Book.

These notes are for guidance only; please refer to the national or International Award Handbook for full conditions and requirements.

SERVICE

The aim of this Section is to learn how to give useful service to others. It seeks to give participants a sense of responsibility to their community and to help them become better citizens. Participants should undertake an activity in which they give service to others, and should learn and benefit from undertaking this service.

Benefits

The specific benefits to the participant will obviously depend on the type of service chosen. Some general benefits include:

- Learning patience, tolerance and compassion
- Overcoming ignorance, prejudice, apathy and fear
- Increasing awareness of the needs and problems of others
- Improving interpersonal and self development skills
- Enhancing leadership qualities

- Trusting and being trusted
- Making a real difference to the lives of others
- Responsibility of commitment to others
- Meeting new people from different backgrounds
- Forming a life-long habit of community involvement
- Enjoyment.

Requirements

Participants need to undertake some kind of training and to perform practical service. They should first think about what kind of service they would like to do, and then find out and do whatever training is required to give that service.

Service is a part of the Award where participants will have a real impact on the lives of people. It is very important that they are properly trained and prepared so that this impact is positive.

Participants should be encouraged to keep a diary or log book giving details of their training, counselling and practical service.

The Process

Initial briefing: The participant will have already met with their Award Leader and chosen their service activity. You will need to discuss and plan the necessary training and practical service, set goals, and clarify what is expected of the participant.

Training: In some service activities requiring large amounts of technical skill, such as first aid or mountain rescue, a training course or courses will be a significant part of the overall time spent completing the service requirements. In this case, the course instructor should be aware that the participant is doing the Award and that this training is being counted towards their service requirements.

In service activities requiring significant interaction with vulnerable people; such as the old, the young, the sick, the disabled or the marginalised; appropriate skills, knowledge and attitudes will be required and many young people will need training and support to develop these.

Initial Briefing	↓	Sets expectations and outlines what will happen
Training	↓	This may be formal or informal, as appropriate
Practical Service	↓	This should be related to the training received
Final Review		Reviews entire process and Record Book is completed

Some service activities may have legal requirements for a minimum level of training and these must be followed.

At the other end of the spectrum will be service activities with no formal training course or legal requirements, with the participant learning through practical and hands-on sessions. In these activities it is important for the Activity Coach to allow meaningful opportunities for questions and reviewing of the tasks undertaken so that learning takes place. Service is not free labour!

Practical Service: All participants must carry out some practical service where their skills are put into practice. Even if a service is heavily dependent on a course format, as in first aid, participants should be required to make their skills available for others, for example by being available at a sports match to provide first-aid if required. The participant must follow all local

laws for minimum age restrictions, insurance requirements and other legal requirements.

Changing Goal: The participant may find their original goal too challenging or too easy and so should revise it to make the challenge more appropriate. The participant should discuss this with you to agree on the new goal.

Final Review: This should offer a chance for the participant to

critically reflect on their experience and review the high points and low points and what they have learned for the future. It should be facilitated by you, the Activity Coach. You should also check that the minimum time requirements have been met or exceeded, and that the participant showed reliability and commitment. After this review process, the Record Book should be completed and signed.

Time Requirements

There is no absolute rule as to what is considered regular participation, as the amount of time dedicated to an activity will depend on many things including the activity itself and

the participant's own circumstances. However, a rough "rule-of-thumb" is that on average participants should be spending at least one hour per week on their chosen activity.

	Minimum time	If Service chosen as longest Section
Bronze	3 months	6 months
Silver	6 months	12 months (non Bronze holders only)
Gold	12 months	18 months (non Silver holders only)

Completing the Record Book

You need to verify that the participant has been making persistent and regular effort for a total of the minimum time period required for the Award level, and has shown improvement from their initial level of ability. The specific targets which were agreed at the start of the process, or the revised ones if applicable, should have been achieved. A diary or journal is very useful for this.

There is no such thing as failure in the Award – if a participant has not shown commitment and improvement, the Record Book should be left blank and the participant encouraged to continue their efforts.

When the agreed goal is achieved, you should sign the Record Book and fill in the relevant sections for positive comments.

Silver Award: Service

Form of Service: *First aid*

Date commenced: *Oct '04* Date completed: *April '05*

Activity Coach's report: (give details of training completed and practical service given, any qualifications gained and general performance)

Simon undertook an intro to Service course organised by his Award leader. He then attended the First aid course regularly, listened attentively and was particularly good in practical application. He achieved a high standard in attaining the Adult Certificate. He then put his knowledge to good use by acting as a First Aider at sports meetings for his school.

It is certified that this participant has acquired the necessary understanding and made a regular commitment over the period of time indicated above.

Signed: *K. Ong* Date: *01/05/05*

Position: *Medical Practitioner, Examiner
for St John Ambulance*

19

These Notes contain guidance on the operation of the International Award for Young People. The International Secretariat is available to provide assistance in all such matters. Neither the Handbook nor the Secretariat can assist in advising in connection with the legal and regulatory obligations which an NAA or Independent Operator (IO) may be required to comply with in order to operate the Award.

Each NAA or IO is advised to seek local legal advice as to matters of legal liability to participants in the Award and others, and as to compliance with all local legal and regulatory requirements and the International Secretariat accepts no responsibility in this regard or for ensuring the safety of any programme or activities operated by an NAA or IO.



Over 500,000 young people in over 100 countries are currently taking part in the Award. They are only able to do so because of the support and encouragement of adult volunteers, who act as Instructors and Assessors for an impressive range of activities.

The Duke of Edinburgh's Award
International Association
Award House
7-11 St Matthew Street
London SW1P 2JT, UK
Tel: +44(0)20 7222 4242
Fax: +44(0)20 7222 4141
sect@intaward.org
www.intaward.org