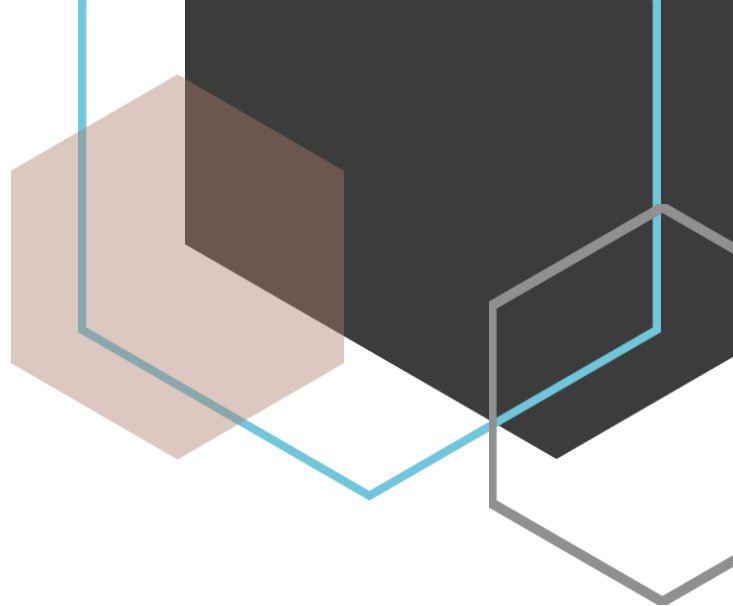




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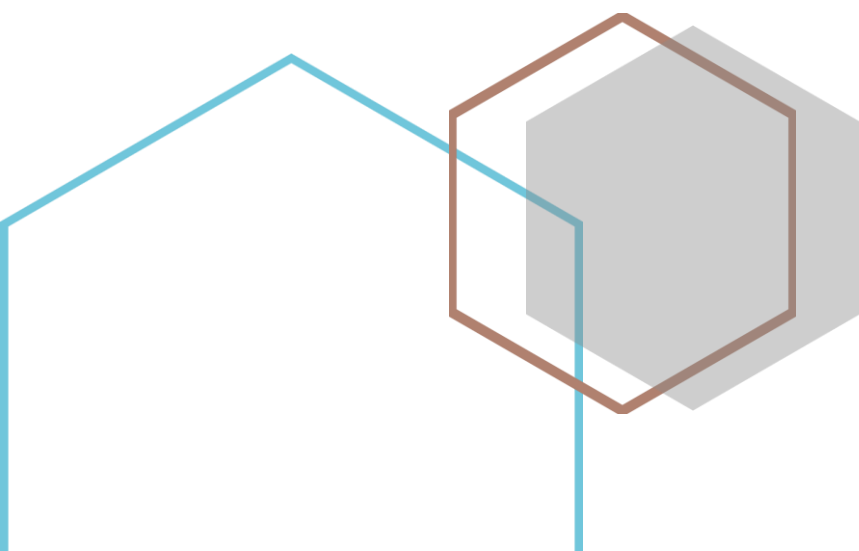
# IMPLEMENTATION FRAMEWORK STUDENT COMMUNITY SERVICE AND VOLUNTEERING CENTRE

DR. BABASAHEB AMBEDKAR MARATHWADA UNIVERSITY,  
INDIA

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Integrating Talent Development into Innovation Ecosystems in Higher Education

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The framework outlines the design of the operations of the Student Community Service and Volunteering Centre created at the University in the frame of the INNOTAL project. It clarifies its place in the University structure, its activities and management, as well as applicable rules and regulations.



## ACTIVITIES OF THE CENTRE

Taking into account the existing insecurities for vulnerable groups such as socially disadvantaged communities, children, minorities, women, villagers, farmers, the University has responsibility to address some of these vulnerabilities. The majority of students enrolling in Dr. Babasaheb Ambedkar Marathwada University are first generation learners pursuing higher education. They hail from rural background and not only are exposed to exploitation by strongholds in the society but also are vulnerable to the effects of the natural calamities and disasters. In view of this, Dr. Babasaheb Ambedkar Marathwada University has prioritized and selected the following challenges to be addressed through the activities of the proposed Student Community Service and Volunteering Centre:

Adopting villages for overall development (focusing on enhancing enrolment ratio at all stages of education, skill orientation)

- Water conservation
- Support senior citizens
- Animal protection and other related issues
- Environmental issues
- Serving the hungry and the homeless
- Campaign for crime free society
- Community centric services and joining hands with NGOs
- Disaster Management
- Canvassing for use of alternate green energy in rural India
- Promotion of start-ups in the service sector in areas such as domestic aid, food supplies, sanitation, transport, gardening.

## POSITION OF THE CENTRE WITHIN THE UNIVERSITY STRUCTURE

The proposed Student Community Service and Volunteering Centre at the University will be created as a sub-structure within the already existing National Service Scheme (NSS) Directorate. There is reckonable commonality in the objectives to be achieved by both structures. The NSS Directorate aims at enlightening the students to understand the nitty-gritty of the community in which they live, so as to develop expertise to identify the needs / problems and be a part of problem solving teams. Thus, the NSS Directorate is focusing upon the following:

- Adopting villages for their overall development
- Developing a sense of social and civic responsibility amongst citizens
- Inculcating idea of group living and sharing of responsibilities
- Skills orientation for mobilization of citizenry for community participation
- Enhancing the democratic approach and prompting the acquisition of leadership qualities



- Capacity building to meet the challenges related to emergencies, natural calamities and disasters
- Promoting the cause of national integration and achieving social harmony

Selected teams of students get opportunities to get work on these endeavours. The financial support for such activities comes partially from Government under various schemes such as, Unnat Bharat Abhyan and Swach Bharat. When villages are adopted, as per the requirements of that village, developmental work is planned and it involves community services. Community service is partially financed come from Government and partially co-financed by the ultimate beneficiaries - the villagers. Students lead and work hand-in-hand with these groups in the community. The process leads to developing a variety of skills. At present, under two Government schemes, the University has adopted 8 villages and the results have led to tangible improvement of the lives of village dwellers. As a result, the neighbouring villages have started approaching the University and asking for adoptions.

In addition, the University zoologists are advising and guiding farmers how on to increase the quality and quantity of crops. For all such services, in the days to come, the University is planning to develop a general policy of revenue generation and profit sharing with stakeholders.

The Student Community Service and Volunteering Centre will provide added value to NSS activities by supporting and monitoring the extent to which volunteering activities lead to skill development. The Centre will also assist students in describing their volunteering or community service experiences and skills gained, e.g. within CVs or e-portfolios. It will thus help volunteering and community service more directly with employability promotion.

#### ARRANGEMENTS FOR THE MANAGEMENT OF THE CENTRE

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Initially, the Center will rely upon the staff of the NSS Directorate. At the University Campus there is an independent space with adequate infrastructure for the NSS Directorate. A Director is appointed to look after the NSS activities who is further supported by the District coordinators and Programme Officers from each District within the University jurisdiction. Non-teaching staff is also made available by the University to run the activities through the NSS Directorate. Once the Student Community Service and Volunteering Centre is set up as a sub-structure, additional arrangements will be made. The ultimate aim will be to make the students efficient in shouldering all the responsibilities of the Student Community Service and Volunteering Centre and become revenue generators and community supporters. They ought to dare to launch start-ups in offering such services to the society at a competitive cost.

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## ARRANGEMENTS FOR INVOLVEMENT OF FACULTY AND STAFF IN THE CENTRE

For encouraging the involvement of Faculty and Staff in the Centre, a policy for rewards and awards will be developed. Some initiatives will be undertaken for instituting awards for faculty and staff to encourage them to become more actively involved in the Center activities. The following measures are proposed to be taken:

- Faculty members actively involved in and leading and managing Centre activities will be rewarded by some additional API scores which will help them in their Career Advancement Schemes and can result in their promotion and enhanced pay.
- Faculty and staff engaged in Centre activities may be allowed to opt for creating start-ups on service ideas generated and tested through the Centre activities. They should be provided access to resources from the University Pre-incubation / Incubation Program.
- The University should create an internal seed fund to support valuable ideas emerging from the Centre activities for rendering much needed services to the society.
- Centre activities should be encouraged through continuous exchange of knowledge amongst various stakeholders.
- Networking events should be organized to facilitate and promote the engagement of collaborators with the Centre.
- Supportive policies and guidelines should be adopted for forming and managing the relationships with community stakeholders and NGOs.
- Some financial rewards other than salaries should be paid to the faculty and staff for their involvement in the Centre activities. For this, further approval from the competent authority i.e. the Management Council of the University should be sought.

## ARRANGEMENTS FOR THE COORDINATION AND ADMINISTRATIVE WORK IN THE CENTRE – STAFF, RESPONSIBILITIES, FINANCING

The present Government Policy in India is quite supportive the issue of community service and volunteering. Every University is expected to find new ways to serve the needy in the society at large and to help community prosper and develop. At the same time, employability of students is also a major priority. Therefore, the Center is of high importance for the further development of the institution.

At present, there is a Director appointed to arrange for activities under National Service Scheme (NSS). This post is a statutory post. In his work he is supported by four District Co-ordinators and equal number of Programme Officers who are getting honorarium in return to their services. In the University, the National Service Scheme (NSS) Office has an adequate secretarial staff on full salary provided by the University. In addition, even tenure posts like for example Project Assistant, Data Entry Operator-cum-Accountant and Peon-cum-Driver have been appointed recently to assist the National Service Scheme Director.

As stated earlier, the Student Community Service and Volunteering Centre



CHANNELS AND  
MEANS OF  
COMMUNICATION  
WITH EXTERNAL  
STAKEHOLDERS

will be established as a sub-structure within the National Service Scheme Directorate. During its gestational period, the University will take the responsibility and make arrangements to provide required funds through various sources, including University Social Responsibility Funds, Funds from NGOs and Industries under their Corporate Social Responsibility, Government Agencies, Philanthropists and other donors.

The proposed Student Community Service and Volunteering Centre will partake in the service provider activity carried out by the National Service Scheme Directorate at Dr. Babasaheb Ambedkar Marathwada University. In the long run, it is expected that the Center will be able to generate own revenue through the services rendered to the needy in the region.

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Initially, the Center will reach out to the External Stakeholders from the non-profit sector and the needy communities through the University's National Service Scheme Directorate which already has established Units in the affiliated colleges spread in four Districts of Marathwada region and falling within Dr. Babasaheb Ambedkar Marathwada University jurisdiction.

Primarily, it is necessary to establish contacts with several NGOs having village rural units. Here, the Centre can get the assistance from the Block Authorities, District Panchayat Officer, District Tribal Welfare Officer, D.M.O., D.H.C. and District Agriculture, Irrigation and Education Officers for the selection of Village, Taluka or District where the Centre prefers to render its services.

Thus, the Centre will initially rely upon the already existing channels of communication in the NSS Office. Assistance of Mass Media will also be of great help. In due course, the University will develop a website for providing all the details about the activities / expertise. Social media, such as Twitter, Facebook, LinkedIn, Whatsapp will also be considered. Apart from this, regular meetings and consultations will be held to allow the Center team to hand out newsletters, posters, press release, Centre performance reports, etc. in order to present Centre activities to all interested external stakeholders. The Centre will arrange for staff /volunteer interface with community partners like NGOs and Government Agencies. Through interviews, blogs, speeches and research activities, the Centre will communicate important messages to the external stakeholders. The Center will utilize all available resources to provide the platform for students to render services and gain expertise and skills in the process. They will thus be prepared to join a service providing agency, become self-employed in the service sector or even generate jobs for others.

PROMOTIONAL AND  
AWARENESS-RAISING  
ACTIVITIES AND  
INCENTIVES FOR  
ENCOURAGING  
STUDENT  
VOLUNTEERING

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Promotional and awareness raising activities may be planned and may take the following shapes:

- Street Plays
- Essay Competitions
- Rallies



- Poster Competitions
- Seminars / Workshops

For encouraging and appreciating students' participation in such activities, some rewards and awards in the form of Certificates, Appreciation Letters or Cash Prizes will be instituted by the University. In this regard, approvals will be taken from all appropriate authorities in the University.

First, the Centre will identify the areas in which services can be rendered with the help of student volunteers. Once identified, tasks and specific work can be allotted to the student volunteers. During the volunteering experience, the Center will do what is necessary to enhance the student experiential learning process. This may help the participating students to motivate their peer groups also to get involved in Centre activities. Feedback on student participation will be collected and the best performers will be recognized and rewarded in the form of Appreciation Certificates, allotment of additional Credits / Grades / Marks, Experience or Internship Certificates. There is a lot of scope for collaborative activities with community partners.

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The participation in Centre activities should be open for all interested under-graduate, post-graduate and research students from affiliated colleges and the University Departments. No faculty restrictions will be imposed to limit student participation. Focused team members will be selected based on following selection criteria at development phase:

Students enrolled in Bachelor or Master of Social Work courses will be preferred

- Students enrolled in NSS activities will have advantage
- Students participating in training sessions will be preferred
- The following characteristics and skills will be criteria for selection:
  - Technical and physical competences
  - Learning attitude
  - Ability to grasp critical situation and circumstantial requirements
  - Communication skills and a humane attitude
  - Ability to work in team
  - Leadership qualities
  - Interest in providing services with total dedication and devotion

This apart, the reservation policy adopted by the Indian Constitution for providing special privileges with an aim of mainstreaming the disadvantages groups including women for whatsoever reasons will be strictly followed. As per this Policy, more than 50% of seats in educational institutions at every level are reserved for socially as well as economically disadvantaged groups and women. While accommodating such students in these seats, merit is followed. Even there is reservation of seats in jobs both at entry level and in

**RULES FOR LINKING  
VOLUNTEERING AND  
COMMUNITY SERVICE  
ACTIVITIES TO SKILLS  
DEVELOPMENT**

promotions, in the whole of India. It is mandatory to follow this Policy even in Centre activities of our University. After taking approval of concerned authorities of our University, concessions will be offered in fees, accommodation, hospitality for encouraging such students and to ensure their focus on Centre activities.

Depending upon the required skills to provide a particular service to the needy, training sessions will be arranged for students. Experts from the concerned field of services will be invited for conducting training sessions. The Centre will deploy student groups preferably from Humanities / Social Sciences and Inter-Disciplinary Studies to work on service providing Projects which are expected to solve socio-economic problems related to disaster management, dealing with natural calamities and assisting rural population for their overall development.

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An honest attempt will be made to promote a better link between volunteering activities of the Centre and skill development. Most of the activities expected to be carried out under the aegis of the Centre require typical skills to be inculcated amongst participant students. For example, if the Centre provides services involving volunteering students in disaster management, then those students must be well trained, examined and certified for possessing such skill. Thus, only after developing the skills for disaster management amongst the volunteering students can such challenge be met with the help of student volunteers under the monitoring of equally trained faculty experts. Similarly, whether it is rural development, or rain water harvesting or use of renewable green energy, specific skill development is a sine-quo-non. Such skill development initiatives will, surely, help the institution in opening avenues for student volunteers' employment. More confident and highly trained students may even venture in setting up their own start up service ventures wherein they not only employ themselves but also generate job for others.

During an all-Heads meeting, the Hon'ble Vice-Chancellor has directed all Heads of Departments and Directors of Centres to develop at least two skill-based courses by the end of the present academic session, keeping in mind the local needs. These courses may be offered as electives to the students from the next academic year. The course content will be placed before the Academic Council and other statutory forums for approval, which is a condition precedent for launching new courses within the University Jurisdiction. Skill development courses related to social work or social entrepreneurship can be offered by the Centre and the credit transfer facility will be embedded, along with certification that the students can incorporate into their CVs, etc. This would help them in seeking jobs or even getting loans for creating start-up service ventures.

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**RULES FOR ENSURING  
THE SAFETY OF  
STUDENTS ENGAGED  
IN VOLUNTEERING  
ACTIVITIES  
ORGANIZED BY THE  
CENTRE**

Since the Student Community Service and Volunteering Centre will be part of the University NSS Directorate, the rules for ensuring the safety of students engaged in NSS activities will also be directly applicable to the students engaged in volunteering or learning activities organized by the Centre. All the dos and don'ts of the Centre will be communicated to participants at the time of their training and service. As a rule, at any given point of time, a student will not be allowed to work alone in the Centre. The University is equipped with fire safety equipment and other safety gears and their proper use will be monitored at training, service rendering and volunteering spots.

In the phase of training and examination of skill development, the student volunteers engaged with the Centre will work in the earmarked premises and open spaces identified as per the requirements by the Centre or by expert trainers and skill developers. The student volunteers subjected to such training and skill development will be guided about safety requirements by their respective supervisors /trainers in the field spots.

The rules and regulations applicable for students taking up other electives in different semesters will be made applicable, *mutantis mutandis*, to the skill development electives that may be launched under the aegis of the Student Community Service and Volunteering Centre. This will definitely help in integrating the operation of this Centre with the operations of the University.

**QUALITY ASSURANCE  
PLANS**

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The Student Community Service and Volunteering Centre at Dr. Babasaheb Ambedkar Marathwada University will be developed as a unique model of community-centric service rendering hub of activity. This model focusses on a balanced mix of community and expert involvement to solve region-specific challenges, while at the same time developing students' skills and competences. This service-oriented program will concentrate on developing service centric technology solution with human interface to address not only socio-economic problems but also to deal with disasters and natural calamities and other challenges.

We will develop success stories and best practices that can be replicated in other institutions of higher education primarily across the State of Maharashtra and nation-wide. The following preliminary Quality Assurance plans have been made:



Type of assessment	Who will be in charge?	How will assessment activities be organized?	Who will collect the results from the monitoring activities?	Who will analyse the result from the monitoring activities?	What indicators will be used? What elements of the work of the Center will be monitored?	How will results be reflected in planning?
<b>Monitoring: ongoing, focused on implementation</b>	Director of NSS Directorate	Quarterly assessment	Supervisor in-charge, faculty	Director of NSS Directorate	Number of students involved in volunteering activities Number of non-profit and community partners Feedback received from students and from stakeholders Number of students from disadvantaged groups involved in volunteering projects Number of faculty members involved Number of start-up service ventures initiated by student volunteers	The results will enable the Center to plan better and more efficient activities during the next monitoring period



<b>Evaluation and feedback gathering (identifying Strengths and Weaknesses)</b>	Once a semester by the Director of NSS Directorate	As an integral part of any University activities including visits for quality assurance by regulatory and accreditation bodies	Supervisor in-charge, faculty	Director of NSS Directorate	Student skills and competencies developed  Long-term initiatives launched, etc.	The results will enable to evaluate the planned impact and to develop action plans for achieving the set objectives.
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