



Bal Swavlamban Trust

*A Non-profit NGO fostering inclusive development
amongst the children of the society*

Vision and Mission

Vision

Foster 'inclusive development' amongst the children of our society.

Mission

- Develop a system of Scaffolds with the right involvement of the beneficiaries.
- Enable children develop the requisite skills for their academic and/or economic needs.
- Build a Support delivery model for long term sustenance.
- Create a sense of ownership and responsibility amongst beneficiaries.

Strategy

- Create equal opportunities for the kids of identified institutions / schools,
- Build capacities, so that society can make full use of the resources.

Note:

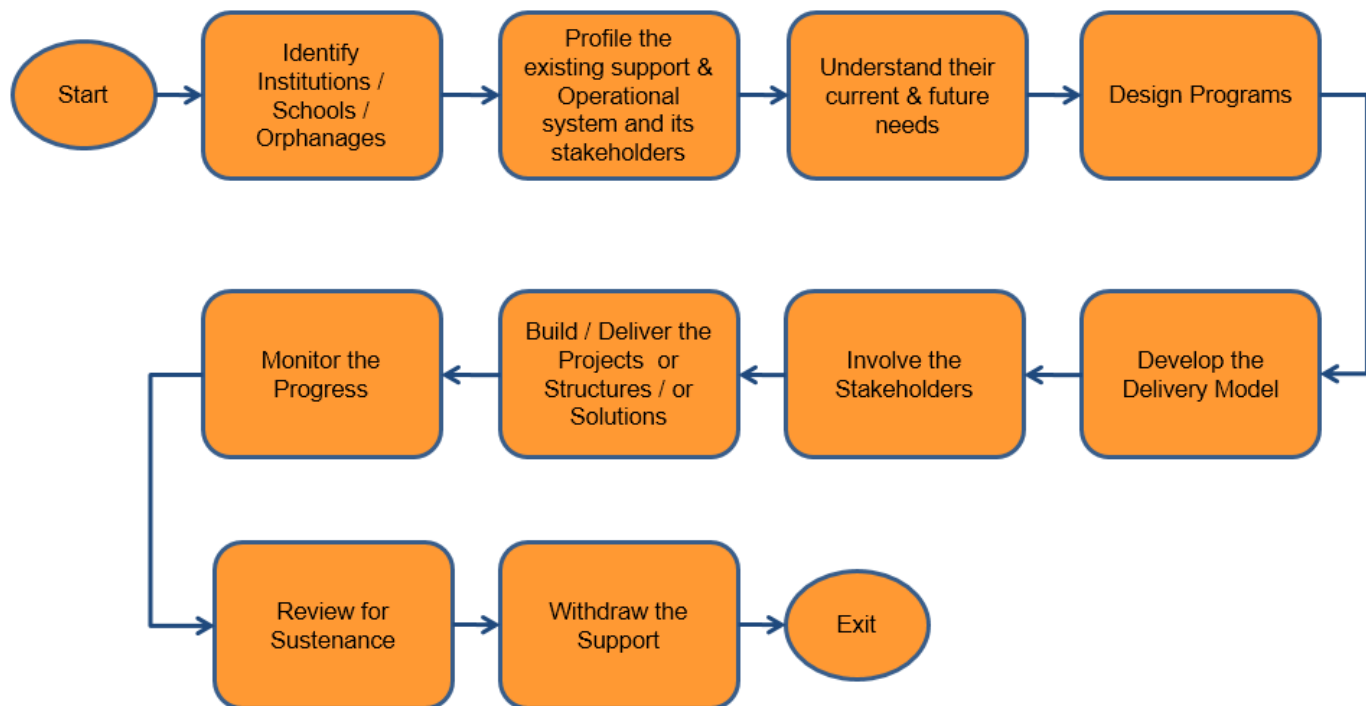
1. **Inclusive:** focus on the distribution of wellbeing in society, with the beneficiaries to contribute to and benefit from economic growth with a long term perspective as the purpose is on productive employment.
2. **Development:** focus on dimensions of well-being beyond simply the income generation, but multi-talent acquisition.

Service Areas

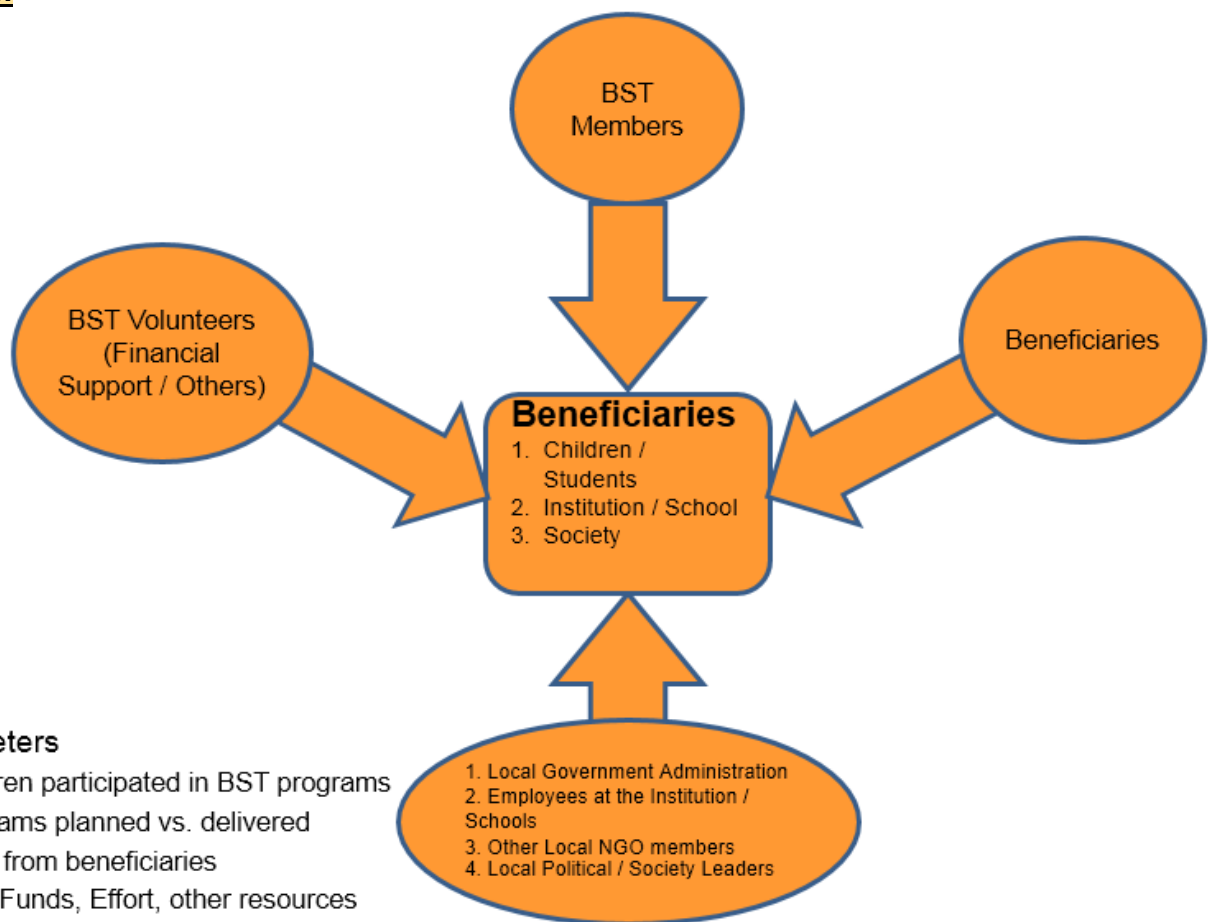
Key Service Areas

- Focus Disciplines
 - Vocational Sciences
 - Energy
 - Environment
 - Automobiles
 - Health Care
 - Information Technology
- Communication Skills
- Leadership Skills
- Career Counseling
- Behavioral Programs
- Co-curricular programs
- Self-supporting Programs

Service Operational Model



Success Partners:



Success Parameters

- Number of Children participated in BST programs
- Number of programs planned vs. delivered
- Feedback Score from beneficiaries
- Utilization of the Funds, Effort, other resources

Volunteer Registration, Code of Conduct and Guidelines

BST invites volunteers to participate actively in the implementation of BST programs, towards the core purpose of enabling inclusive development of children of our society.

The volunteers have a challenging role to play as they participate in BST initiatives at beneficiary premises (Schools, Orphanages, etc.). The Volunteers are looked upon as role models, so it is imperative that volunteers conduct themselves in a responsible manner. The commitment that volunteers demonstrate to the beneficiaries is a significant one and should be exemplary.

This code of conduct is applicable to all the BST volunteers so that they do not inadvertently cause any offence either with their language, actions or behavior which may be unacceptable to the beneficiary or their organization. The Guidelines will help the volunteers to protect the interests of the BST in enacting the vision for inclusive development.

BST management develop programs in consultation with the beneficiary organization. These programs will be implemented by the volunteers in the respective areas, keeping the physical safety and local legislation in mind. BST Management and the Program Leaders will decide the specific tasks that volunteers perform and the information and materials volunteers will need. Volunteers have the main task of assisting the beneficiaries (for example:- Children) in many ways. This may include interaction with an individual child and/or also small groups of students in a range of different activities. Hence, a positive conduct of the volunteer is critical to maintain a safe environment and successful BST programs.

Those who are interested to join BST as volunteer can send an email to BST.HIA@hella.com

BST Code of Conduct:

1. **Honesty and Integrity:** Respect and strictly comply with the local culture and all applicable government laws. Demonstrate complete honesty and total integrity in all your interactions with beneficiaries.
2. **Confidentiality:** Maintain confidentiality in respect of all data / information that you have gained through from your participation as a Volunteer. The data / information of both the BST and also the beneficiary organization (for example: School) should be handled carefully as some information could be sensitive. Sensitive and/or personal information requires additional caution in the way it is treated. For example, volunteers should not discuss nor disclose personal information about students, staff or student's parents/careers to others.
3. **Behavior and Conduct:** Maintain highest standards as if you are a permanent staff member of the organization. For example you are expected to act within the law, be honest and fair, respect every individual (including students), and work to the best standard of your ability. Please demonstrate dignity and respect in all your interactions.
4. **Discharge of Duties:** Please seek direction and guidance from BST Management team and also the local head of the beneficiary organization. Please clarify if you are uncertain of any tasks or requirements. It is important that every volunteer should familiarize with the guidelines on particular programs / issues. It is important to note that Volunteers offer a supplementary service and are there to provide motivation and support for the beneficiaries.
5. **Respect Beneficiaries:** Please understand and appreciate that every beneficiary (ex: students) have rights and aspirations. Respect the staff of the beneficiary organization. Effective volunteering requires appreciation and respect for each individual.
6. **Safety and Security:** Please maintain safe work practices to avoid unnecessary risks, apply reasonable instructions given by BST management or the program supervisors and report to the supervising staff and beneficiary administration any hazard or hazardous practice in the workplace. Report any problems as they arise to your supervisor including incidents, injury or damage to the property.
7. **Resource Utilization:** Please avoid waste and make proper use/care of the resources of the BST / Beneficiary organization / property of others;
8. **Mentor Support:** The volunteer's job is to guide and encourage the beneficiaries / students along the path the teacher has provided. The personal interest volunteer's show to students/beneficiaries may be the catalyst that makes them recognize their own inherent ability to improve and achieve.
9. **Positive communication:** Ensure timely and effective communication about the program, its benefits, status of implementation and feedback to all the stakeholders. Any specific legal / safety related issues to be communicated and brought to the notice of the BST management for intervention in time.
10. **Equal Opportunity:** Provide equal opportunity for all to acquire the knowledge, skills and attitudes required to attain academic / professional excellence. There should not be any bias or partiality in the implementation of the programs. Please respect and treat every individual fairly, regardless of their race, religion, gender, age, etc.

Guidelines for Volunteers:

Do's

1. Please understand thoroughly the assigned tasks, before starting with implementation.
2. Propose / Discuss with BST Management team about implementation challenges / significant changes, in advance, before going ahead with implementation at the beneficiary site.
3. Document visit reports with adequate detailing of the activities undertaken along with the interfaces, observations and feedback. Please mail your feedback and status reports to BST.HIA@hella.com
4. Please be sensitive about the terminology that you use, while addressing any individual / child.
5. Be sincere and committed of the services offered with total responsibility and professionalism.
6. Maintain consistent and regular attendance in all BST programs. Inform in advance in case of / long absence / non-availability for a program or withdrawing from the volunteering services.
7. Be proactive with suggestions or plans about new initiatives and improvements in existing programs with BST Management.
8. Maintain friendly relationships with the employees of Beneficiary organization and other volunteers of BST.
9. Speak sensitively considering the circumstances of the beneficiaries.
10. Provide your complete address and contact details as per the BST Volunteer Nomination form.
11. Follow all regulations and procedures of the beneficiary organization, local culture and government rules.
12. Observe discretion in commenting on beneficiary organization activities.
13. Wear formal dress code while representing BST and working at beneficiary organization.

Don'ts

1. Do not engage in arguments. If volunteers have any disagreement with others or any other person of the beneficiary organization, they must conduct the discussion in a civilized and quiet manner. In case difference persists, this need to be brought to the notice of BST management first to seek a clear direction. Please respect differences in people, their ideas and opinions.
2. Do not discuss any BST internal issues, if any, with the beneficiary organization. This should be discussed and sorted out with BST management only.
3. Do not communicate any confidential or prohibited information of the BST.
4. Do not set any unreasonable goals.
5. Do not expect any overnight change.
6. Do not take up work which you are not comfortable with.
7. Do not over commit to the beneficiaries nor BST.
8. Do not discuss beneficiary problems and issues with others / outsiders.
9. Do not smoke either at the beneficiary organization / public place and do not bring or consume alcoholic drinks and/or illegal drugs of any sort while on BST programs.
10. Do not bring any 'unsuitable / un-acceptable' literature or pictures to the beneficiary site / school as per Culture / Local legislation.
11. Do not over rely upon the positive feedback received from any of the stakeholders.

BST management reviews the progress of all initiatives and is responsible for holding all the volunteers, under its authority, accountable for their behavior and actions. Volunteers under the leadership of BST Management maintain order in their activities and are expected to maintain the highest standard of responsible behavior. BST expects full cooperation from the volunteers to set good examples of behavior and professionalism.