

DAR ES SALAAM INSTITUTE OF TECHNOLOGY



VOLUNTEER GUIDELINES

January, 2021

TABLE OF CONTENTS

Table of Contents.....	ii
Definition of Key Terms.....	iii
1. INTRODUCTION	1
2. VOLUNTEER GUIDELINES STATEMENT	3
2.1. Scope of guidelines	4
2.2. Reason for volunteering	4
2.3. Qualities of a Volunteer	5
2.4. Volunteer Age	5
2.5. Required Qualifications	5
2.6. Volunteer Rights and Responsibilities	6
2.7. Conflict of Interest.....	8
2.8. Representation of the DIT	8
2.9. Confidentiality	8
2.10. Worksite.....	9
2.11. Dress Code.....	9
2.12. Timesheets	9
2.13. Volunteer Recruitment and Selection	9
2.14. Duration of Volunteer Programme	12
3. VOLUNTEER DEVELOPMENT	12
3.1. Orientation and On-the-Job Training	
3.2. Volunteer Supervision and Evaluation.....	13
3.3. Volunteer Support and Recognition.....	16
4. VOLUNTEER APPLICATION FORM.....	18

Definition of Key Terms

1. A Volunteer

For the purpose of these guidelines, a volunteer is any citizen or non-citizen having a guarantor who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of the Dar es Salaam Institute of Technology.

2. Volunteerism

Volunteerism is the practice of providing time and skills for the benefit of other people and causes rather than for financial benefit. In an employment-related context, volunteerism is concerned with the methods and tools employers use to support employees that want to volunteer.

3. Academia

Academia is a formal and informal accumulation of knowledge, its development and transmission.

3. Special Case Volunteers

The DIT also accepts volunteers who participate in student community service activities, student intern projects, corporate volunteer programme, and other volunteer referral programmes. In each of these cases, however, a special agreement must be in effect with the organization, from which the special case volunteers originate and must identify responsibility for management and care of the volunteers.

4. Employees as Volunteers

The DIT accepts the services of staff as volunteers. This service is accepted provided that the volunteer service is provided totally without any coercive nature, involves work which is outside the scope of normal staff duties, and is provided outside of usual working hours. Family members of staff are allowed to volunteer with the Institute.

5. Clients as Volunteers

DIT clients may be accepted as volunteers, where such service does not constitute an obstruction to or conflict with the client's services to the Institute.

6. National Volunteer Programme

Is the Volunteering Programme initiated by the Government.

7. Guarantor for a Volunteer

Guarantor is a person who undertakes to guarantee for a Volunteer or who becomes bound by the actions of the volunteer.

1. INTRODUCTION

Education is a human right and it is widely recognized as a critical aspect for individual and national development. Therefore, access to education, including higher education for both females and males, is vital to socio-economic development. According to Mlyakado (2012), higher education is essential for growth and productivity, increased individual earnings, reduce income inequalities and poverty. In this regard, equal opportunities in education, particularly in higher education, will contribute significantly to improve health, enhance democracy, good governance and effective leadership.

Currently the Institute has three (3) campuses including; Main Campus in Dar es Salaam city, Mwanza campus in Mwanza region and Myunga campus in Songwe region. The Institute offers over twenty-nine (29) applied science engineering and professional training programs leading to the awards of Basic Technician Certificate, Ordinary Diploma, Bachelor of Engineering, Bachelor of Technology and Master Degree programs. Besides, the Institute offers various short-term professional training courses through the Institute Consultancy Bureau (ICB) and the India-Tanzania Centre of Excellency in Information Communication Technology (ITCoEICT). The Institute has started offering vocational skills training programs in various trade in all its Campuses.

1.1. Justification

The Dar es Salaam Institute of Technology (DIT) is in the effort to enhance professional courses to incorporate teaching Factory concept in order to allow students to gain appropriate skills needed in the work

market. However, there are various challenges facing the Institute in implementing the above-mentioned efforts. These include: -

- i. Inadequate academic staff in most of the programmes. Teacher: student ratio does not meet NACTE standards.
- ii. Some programmes do not have enough experienced academic staffs.
- iii. Inadequate staff to nurture and execute 4th Industrial Revolution and innovation and shortage of administration staff in almost all departments.

Besides DIT has been receiving many applications from people inside and outside the country asking for volunteering. Many of these applicants have skills needed at DIT. Therefore, there is a need to have volunteer guidelines which will provide overall guidance and direction to volunteers in the process of volunteering in order to get mutual benefit for the Institute and the volunteer.

1.2. The Purpose of the Guidelines for Volunteer

The guidelines will provide overall guidance and direction to volunteers in the process of volunteering as well as in managing the process. These guidelines are intended for internal management guidance only, and do not constitute, impliedly or express, binding contract or agreement. The DIT reserves the exclusive right to change any phrase in the guidelines at any time and to expect adherence there to. Areas not specifically covered by these guidelines shall be determined by the Volunteer Programme Manager.

By adopting these guidelines, Dar es Salaam Institute of Technology aims to:

- i) Highlight and acknowledge the value of the contribution made by volunteers;
- ii) Reflect the purpose, values, standards and strategies of the Institute in its approach to involving volunteers;
- iii) Recognise the respective roles, rights and responsibilities of volunteers;
- iv) Confirm the Institute's commitment to involve volunteers in its work;
- v) Establish clear principles for the involvement of volunteers; and
- vi) Ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by the volunteers.

2. VOLUNTEER GUIDELINES STATEMENT

Dar es Salaam Institute of Technology (DIT) aims to cover the gap in both academic and administrative staff. DIT recognises the added value that volunteers will bring to the organisation. Volunteer involvement in DIT does not replace or devalue the role of the paid staff. Dar es Salaam Institute of Technology aims to have a reciprocal and mutually beneficial relationship with its volunteers. The volunteer will be involved in bringing new skills and developments to the Institute while at the same time the volunteers will be working at an environment which will enable them to learn and achieve personal development through their volunteering.

The involvement of volunteers will be guided by the following principles of good practice:

- i) The tasks to be performed by volunteers will be clearly defined, so that everyone is sure of their respective roles and responsibilities;
- ii) The Institute will comply with the Data Protection Act in the use of data held on all volunteers;

- iii Volunteering opportunities will complement rather than replace the work of paid staff; and
- iv Volunteers will be provided with regular opportunities to share ideas/concerns with a named contact in line with our Support and Supervision.

2.1. Scope of guidelines

Unless specifically stated, this guideline applies to all non-elected volunteers in all programmes and projects undertaken on or on behalf of the DIT, and to all and unit of operation of the DIT.

Scope of volunteer involvement may be utilized in all programmes and activities of the DIT, and serve at all levels of skill and decision-making. Volunteers shall not, however, be deployed to displace any paid employees from their positions.

The DIT accepts the service of all volunteers with the understanding that such service is at the sole discretion of the DIT. Volunteers agree that the DIT may at any time, for whatever reason, decide to terminate the volunteer's relationship with DIT. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the DIT. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor and his guarantor.

2.2. Reason for volunteering

Reason for volunteering must be clear from proposal that a volunteer will submit to DIT. It is understood that a volunteer chooses to volunteer for a variety of reasons such as offering the chance to give something back

to the community or make a difference to the people around them. For others it provides an opportunity to develop new skills or build on existing experience and knowledge.

2.3. Qualities of a Volunteer

The Dar es Salaam Institute of Technology expects the following characteristics from Volunteer:

- i) With a fearless approach or courage to work in DIT or in the country,
- ii) With infinite patience to work in DIT environment,
- iii) With creativity to archive DIT vision and Mission,
- iv) Who takes initiative to offer maximum for what they have
- v) Who stay humble about their work,
- vi) Who is driven by passion,
- vii) Who works in team,
- viii) Who works hard,
- ix) Who have an open mind and positive approach towards the area of contribution,
- x) Who does not have any past record of criminal activities, and
- xi) Who is of good mental and physical health.

2.4. Volunteer Age

A volunteer age at Dar es Salaam Institute of Technology shall be from 18 to 65 years.

2.5. Required Qualifications

A volunteer at Dar es Salaam Institute of Technology must be knowledgeable in specific required area, dedicated, enthusiastic, sincere, and patient.

However, there are certain basic pre-requisites to be accepted as a volunteer in Dar es Salaam Institute of Technology;

- i) The age of the interested candidate must be not less than 18 years when applying.
- ii) Must apply and fill prescribed form.
- iii) Must submit a CV and proposal for area of contribution. Professionals should submit an experience Certificates / Letter of References.
- iv) A foreign Volunteer should be cleared by Ministry responsible for Foreign Affairs and Immigration Department.

2.6 Volunteer Rights and Responsibilities

Volunteer must be officially accepted and enrolled by the DIT prior to performance of the task. Unless specifically stated, volunteers shall not be considered as employees of the DIT. Volunteers are viewed as a valuable resource to DIT, its staff, and its clients.

Volunteer's right shall be extended to the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done.

2.6.1 The Volunteer at DIT shall have the following rights

- i. To work in a healthy and safe environment;
- ii. To be interviewed and employed in accordance with equal opportunity and anti-discrimination legislation;
- iii. To be given accurate and truthful necessary information about the DIT;
- iv. To be reimbursed for out of pocket expenses incurred on behalf of the DIT;

- v. To be given a copy of the Institution's volunteer guidelines and any other policy that affects Volunteer work;
- vi. Not to fill a position previously held by a paid worker;
- vii. Not to do the work of paid staff under disciplinary action,
- viii. To have a job description and agreed working hours;
- ix. To have access to a grievance procedure;
- x. To be provided with orientation to the organisation;
- xi. To have confidential and personal information dealt with in accordance with respective laws of the United Republic of Tanzania.

2.6.2 The Volunteer Responsibilities;

Volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the DIT.

The Volunteer at DIT shall have the following Responsibilities;

- i. Be ethical and exercise confidentiality and privacy.
- ii. Be punctual and reliable.
- iii. Carry out the duties listed in their volunteer position description.
- iv. Be accountable.
- v. Give notice if the availability changes or leaving the organisation.
- vi. Report any injuries or hazards that noticed in the workplace.
- vii. Adhere to the Institution's policies and procedures.
- viii. Deals with complaints in the appropriate manner.
- ix. Undertakes training as requested.
- x. Asks for support when needed.
- xi. Supports other team members.
- xii. Foreign Volunteer is advised to familiarise himself/herself with the Country and relevant issues relating to their venture.

2.6. Maintenance of Records

A system of records will be maintained on each volunteer within DIT, including dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records timely and in accurate fashion. Volunteer personnel records shall be accorded the same confidentiality as staff personnel records.

2.7. Conflict of Interest

No person who has a conflict of interest with any activity or programme of the DIT, whether personal, philosophical, or financial shall be accepted or serve as a volunteer with the DIT.

2.8. Representation of the DIT

Prior to any action or statement which might significantly affect or obligate the DIT, volunteers should seek prior approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the DIT as specifically indicated within their job descriptions and only to the extent of such written specifications.

2.9. Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall DIT business. Failure

to maintain confidentiality may result into termination of the volunteer's relationship with the DIT or other corrective action or both.

2.10. Worksite

An appropriate worksite shall be established prior to the enrolment of any volunteer. This worksite shall contain necessary and available facilities, equipment, and space to enable the volunteer to effectively perform their duties.

2.11. Dress Code

As representatives of the DIT, volunteers, like other staff, are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately as per Civil Servants dress codes for the better conditions and performance of their duties.

2.12. Timesheets

Volunteers are responsible for the accurate completion and timely submission of timesheets.

2.13. Volunteer Recruitment and Selection

2.13.1 Position Descriptions

Volunteer staff, like a paid staff, requires a clear, complete, and current description of the duties and responsibilities of the position which they are expected to fill. Prior to any volunteer assignment or recruitment effort, a position description must be developed for each volunteer position. This position will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts. Position

descriptions shall be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially. All position descriptions shall include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for the performance of the job, a listing of job qualifications, and a description of job benefits. The Volunteer Management Department is available to assist staff in the development of volunteer jobs and position descriptions.

2.13.2 Recruitment

Volunteers shall be recruited by the Institute Appointment and Disciplinary Committee of DIT on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the DIT. Volunteers shall be recruited without regard to gender, handicap, age, race or other condition. The sole qualification for volunteer recruitment shall be suitability to perform a task on behalf of the DIT.

Volunteers may be recruited through either an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function.

No final acceptance of a volunteer shall take place without a specific written volunteer position description for that volunteer.

2.13.3 Interviewing

Prior to being assigned or appointed to a position, all volunteers shall be interviewed by Volunteer Management department to ascertain their suitability for an interest in that position. The interview shall determine the qualifications of the volunteer, commitment to fulfil the requirements of the position, and shall answer any questions about the position. Interviews may be conducted either in person or by other means.

2.13.4 Placement

In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met: no volunteer shall be assigned duties to deal with financial transaction.

2.13.5 Respect local customs and adopt the role of learners and guests

A major motivation for volunteering, expressed by volunteers, is to 'give something back', to 'help out' DIT Community who are less fortunate than themselves. This motivation, however, can sometimes lead to volunteers being overzealous as they work to maximise their impact. A sense that a Volunteer knows best, showing little respect for local idea, customs and knowledge shall be avoided since, it may happen a volunteer learns more from the DIT, than the DIT from Volunteer. The principle in the charter aims to encourage the volunteer to be aware of their role as learner rather than just 'giver'.

2.13.6 Re-Assignment

Volunteers who are at any time re-assigned to a new position shall be interviewed for that position and shall receive all appropriate orientation for that position before they begin work. In addition, any screening procedures appropriate for that specific position must be completed, even if the volunteer has already been working with the DIT.

2.13.7 Guarantor of a Volunteer

The Guarantor must sign the volunteer form and make sure the Volunteer adhere to the contract after placement. An Individual guarantor shall

present a copy of Valid Person Identifications recognised by the Laws of Tanzania or Registration certificate in case of an Organization as required by the laws of the United Republic of Tanzania.

2.13.8 Code of Conduct embodying the principles

The Dar es Salaam Institute of Technology shall give volunteers a Code of Conduct to sign before starting their duties in an attempt to ensure that they are aware of what DIT expects of them in terms of appropriate behaviour.

2.14 Duration of Volunteer Programme

The duration for undertaking Volunteer Programme will be one year.

Subject to terms and conditions that may prevail the volunteership duration may be extended by mutual agreements.

3 VOLUNTEER DEVELOPMENT

3.1. Orientation and On-the-Job Training

Like other employees, all volunteers may be eligible for development through orientation and on-job training through various schemes such as mentorship and coaching. Staff members in supervisory capacity to volunteers shall have primary responsibility for design and delivery of orientation to volunteers assigned to them in a manner as described below.

3.1.1 Orientation

All volunteers shall receive a general orientation on the nature and purpose of the DIT, an orientation on the nature and operation of the programme or activity for which they are recruited, and a specific orientation on the

purposes and requirements of the position which they are accepting in that effort.

3.1.2 On-the-Job Training

Volunteers may receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

3.2. Volunteer Supervision and Evaluation

Each volunteer who is accepted to a position within DIT shall have a clearly identified supervisor who is responsible for direct supervision. The supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance.

3.2.1 Volunteers as Volunteer Supervisors

A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid staff member.

a) Volunteer/Staff Relationships

Volunteers and staff are considered to be partners in implementing the mission and programme of the DIT, with each having an equal but complementary role to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

b) Staff Involvement in Volunteer Evaluation

Supervising staff shall be involved in all evaluation and work assignments of volunteers with whom they are connected.

c) Absenteeism

Volunteers are expected to perform their duties on a regular scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform their supervisory staff as far in advance as possible so that alternative arrangements may be made. Continual absenteeism without justification shall result in a review of the volunteer's work assignment or term of service including termination.

d) Standards of Performance

Standards of performance shall be established for each volunteer position. These standards should list the work to be done in that position, measurable indicators of whether the work was accomplished, and appropriate timelines for accomplishment of the work. Creation of these standards will be a joint function of staff and the volunteer assigned to the position, and a copy of the standards should be provided to the volunteer along with a copy of their job description at the beginning of their assignment.

e) Evaluations

Volunteers shall receive quarterly evaluation report to review their work. The evaluation session is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the DIT, to convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in that position. Evaluations

should include both an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. The evaluation session is an opportunity for both the volunteer and the DIT to examine and improve their relationship.

f) Written Basis for Evaluation

The position description and standards of performance for a volunteer position should form the basis of an evaluation. A written record should be kept for each evaluation session.

g) Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the DIT or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer shall be dismissed until the he or she has had an opportunity to discuss the reasons for possible dismissal with supervisory staff.

h) Resignation

Volunteers may resign from their volunteer service with the DIT at any time. It is requested that volunteers who intend to resign provide advance notice of one month prior departure and a reason for decision.

3.3. Volunteer Support and Recognition

3.3.1 Reimbursement of Expenses

Volunteers may be eligible for reimbursement of reasonable direct expenses which incurred while undertaking business for the DIT. The Principal as the Accounting officer shall distribute information to all volunteers regarding specific reimbursable items. Prior approval must be sought for all expenditures.

3.3.2 Access to DIT Property and Materials

As appropriate, volunteers shall have access to DIT property and materials necessary to fulfil their duties, and may receive training in the operation of any equipment, property and materials and shall be utilized only when directly required for DIT purposes.

3.3.3 Health and safety issues

Health and safety issues are vital for volunteers. The DIT may provide volunteers with guidance. However, it is the responsibility of the volunteer to abide by that advice and to use their common sense on health and safety issues. Foreign volunteers shall find out about the local health and security situation as part of their general research in Tanzania. It is the responsibility of volunteers to check this out and take appropriate steps. Volunteers shall be responsible for their own health insurance.

3.3.4 Recognition

An annual volunteer recognition event will be conducted to highlight and reward the contribution of volunteers to the DIT. Volunteers may be consulted and involved in order to develop an appropriate format for the event.

3.3.5 Informal Recognition

Staff responsible for volunteer supervision is encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from simple "Thank You" to a concerted effort to include volunteers as full participants in programme decision making and implementation.

4. FORM

THE DAR ES SALAAM INSTITUTE OF TECHNOLOGY (DIT)



VOLUNTEER APPLICATION FORM

INSRUCTIONS:-

- (a) To be filled by Volunteer seeking for Volunteerism opportunities
- (b) Applicant should attach the following with this application:
 - i Curriculum vitae of the Volunteer applicant together with a short motivation/description of proposed specialized areas for volunteerism programme (Not more than 2000 words).*
 - ii Certified copy of academic certificates/transcript)*
 - iii Certified copy of the National ID/Passport/Driving License.*
 - iv Application letter for the volunteering program*

4.1. APPLICANT INFORMATION

Names(First-Middle-Last).....

Date of Birth: Gender: Male ☐ Female ☐

Place of Birth: Citizenship:

Residencial address:

Street

Ward

District

.....
City / Region / Province

.....
Country

Email 1: Email 2:

Mobile Number(s):

4.2 NEXT OF KIN INFORMATION

Name: Relationship.....

Residencial address:

Street

Ward

District

.....
City / Region / Province

.....
Country

Email 1: Email 2:

Mobile Number(s):

4.3. GUARANTOR INFORMATION

4.3.1 Individual Guarantor

Names (First- Middle- Last)

Date of Birth: Gender: Male ☐ Female ☐

Place of Birth: Citizenship:

Residencial address:
.....

Street Ward District

.....
City / Region / Province Country

Email 1: Email 2:

Mobile Number(s):

4.3.2 Organization

Name of the Agency

Date of Registration: Organ Registered.....

Country of Registration:Reg. No. :

Residencial address:

Contact Person:

Names (First- Middle- Last)

Tel No. Number(s) of Agency:

4.4 APPLICANT EDUCATIONAL HISTORY

Degree/Diploma/Certificate Course name:

Awarding Institution/University:

Expected/Date of Graduation: (dd / mm / yy)

Head of University / School / College / Institute

Signature, date and Stamp:

4.5. VOLUNTEER INFORMATION

Please fill in your area of specialization for your volunteerism programme in the table below:

Academic Departments	Priority	Administration Department	Priority

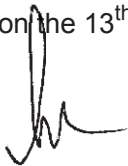
4.6 DECLARATION

I certify that statements made in this application form are correct to the best of my knowledge and belief; and that I meet the eligibility criteria for the volunteerism programme. I understand that submission of incorrect information may lead to legal action and debarring me from this volunteer programme.

.....
Signature of the Applicant

.....
Date

The Volunteer Guidelines have been approved at the 94th Council meeting on the 13th January, 2021.



Prof. Preksedis M. Ndomba
PRINCIPAL