



**INSTITUT D'ENSEIGNEMENT SUPÉRIEUR DE RUHENGERI**

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# **COMMUNITY SERVICES POLICY AT INES-RUHENGERI**

**Musanze, June 2013**



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## **I: GENERAL INTRODUCTION**

Since its creation INES-RUHENGERI has given as a mission of educating through collaboration with civil society, private sector and public sector, highly qualified graduates who have the professional skills needed by the Rwandan and regional labor market. The only relevant strategy to fulfill that mission was to orient the teachings and learning system towards Applied Sciences.

As an Institute of Applied Sciences, The « Institut d'Enseignement Supérieur de RUHENGERI » (INES-RUHENGERI) embraces the motto, "*Scientia et Lux.*" We believe that every student has the responsibility to engage with the communities in which we live, whether locally or internationally. However, the INES-RUHENGERI promotes academic community engagement through the orientation of Applied Sciences where students and lecturers directly connect their academic interests and skills to positively impact the surrounding community.

Our Community Services maintains relationships with INES-campus and stakeholders/partners to meaningfully connect INES community directly to opportunities that interest most; thus, every student finishes the academic program within the ability to make a powerful impact in her or his community.

This community services policy should play a key role in contributing to sustainable development while enhancing INES-RUHENGERI's innovative potential and competitiveness by giving an orientation to different activities carried out inside INES-RUHENGERI and people involved.

The INES Community services are subdivided in two categories such as internal services, external services.



### **1.1. Definition:**

Community Service is a program in which the students in groups or individually do social service. The principle of the program is to make differences and improvements in society. It aims to develop the students' concern toward social problems and at the same time to enhance their skills of project based learning-- planning, managing and evaluating projects especially in social development. Community service on the other hand is the performance of voluntary work or duties for the public benefit that serve to improve the quality of life and/or enhance resident self-sufficiency, and/or increase the self-responsibility of the resident in the community. Community service is not limited to a single type of activity or a single location. Acceptable community service activities include, but are not limited to, improving the physical environment of the resident's development; volunteer work in a local school, hospital; working with youth organizations, human services agencies, tenant associations, or other non-profit organization; or helping neighborhood groups on special projects.

### **1.2. Objectives and Purpose of the community services policy**

1. Conduct reflective practice, develop and articulate reasons for practice decisions, and generate alternative intervention strategies as needed.
2. Practice within the values and ethics of the social work profession and with an understanding of and respect for the positive value of diversity.
3. Demonstrate an awareness of how personal feelings, thoughts, attitudes, values and experiences influence your practice.
4. Maintain the mutuality of worker-client system and demonstrate a willingness to explore, learn and grow through interactions with client systems.
5. Understand the histories of social welfare and the profession of social work, and appreciate the profession's unique commitment to social justice.
6. Apply the principles and techniques of generalist social work practice in intervening with individuals, families, groups, organizations and communities.



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7. Use a theoretical framework to understand the interactions among individuals and between individuals and social systems (i.e., families, groups, organizations and communities).
8. Apply knowledge of bio-psycho-social variables to interpret human growth, development and behavior relative to the broader environmental context. The broader environmental context is understood to encompass social, cultural, historical, political and economic forces.
9. Analyze the impact of social policies on client systems, workers, and agencies, and engage in intervention strategies that facilitate socially just policies and practices within human service systems and the larger community.
10. Seek out, critically consider, integrate and apply relevant professional literature to practice.
11. Evaluate the effectiveness of your own professional practice through reflection, consultation, supervision and application of formal models of practice evaluation.
12. Recognize and appropriately respond to the unique characteristics, strengths and dynamics of diverse populations and client systems.
13. Communicate effectively with colleagues and members of the community to build networks and engage in collaborative processes for decision making.
14. Demonstrate a commitment to professional development by seeking out and using consultation and supervision, through participating in professional associations, and by keeping abreast of the professional literature.
15. Assess organizational structure (formal and informal) and function effectively within the parameters, strengths and constraints of the agency.
16. Evaluate organizational and/or program effectiveness and advocate for improvements in order to enhance service delivery and client functioning.
17. Demonstrate knowledge and skill in applying a bio-psycho-social-cultural perspective, in a life-span context, in social work practice with individuals, families and small groups.
18. Demonstrate knowledge and skill in conducting social work with special populations such as the developmentally disabled, frail elderly, incest survivors, abused or neglected children, and persons with AIDS or other chronic illness.



19. Demonstrate knowledge of human diversity, including variations in culture, ethnicity, mores, values, religion, sexual orientation, social or economic status and lifestyle, in interpersonal practice skills.

## **II. SCOPE of the Policy**

The scope of the community services policy intended:

To create a learning environment oriented to the mission of applied sciences where students are able to expand their personal and professional insights, enable development of cultural competencies, and gain experience by working in a variety of cultural, community, and office settings.

### **2.1. Definitions of Key Terms**

**Community Services:** mean those services of a nature intended to address physical or social disadvantage and/or that promote the health and wellbeing of individuals, families and communities. Examples of Community Services include:

- services which contribute to the building of capacity within the community to respond positively to an identified need;
- services required to address disadvantage for which a collaborative approach is required with the community;
- services that encourage the involvement of volunteers, increased business or community support or the personal empowerment of recipients of the service; or
- Services which contribute to the ability of people to live and participate in the community.

**Organization:** means an organization, having corporate status that provides Community Services



funded or purchased by Public Authorities.

**Policy:** means the *Delivering Community Services in Partnership Policy*.

### **III. STATEMENT OF INES COMMUNITY SERVICES POLICY**

INES-RUHENGERI recognizes community service as a key area of activity. It is committed encourage diverse community service activities throughout INES-RUHENGERI and ensuring that appropriate recognition is made. INES-RUHENGERI recognizes its core activities of advancing and applying knowledge (through pure and applied research and its use in a wide range of creative and professional contexts) and educating scholars and professionals as essential parts of its service to the broader community.

INES-RUHENGERI is also able to share a high level of expertise with the community, such as through continuing education programs, and to make available a wide range of physical facilities, equipment and learning resources to the community. Each Faculty of INES-RUHENGERI contributes to the well-being and development of the community in a way that is consistent with the goals and objectives of the Institution and that meets the reasonable expectations of the communities concerned. INES-RUHENGERI will be of service to the community by:

- Promoting educational, academic and cultural values in the general community and fostering awareness of the Institute as an academic, educational and important resource of knowledge, skills and abilities.
- Providing a rich cultural environment for staff and students, this is consciously spread into the local communities around the Institution.
- Accepting the role as an intellectual leader within a national and international context and stimulating and contributing to debate on cultural, economic, environmental, scientific and social issues.



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- Responding to reasonable community needs and expectations consistent with the Institution's goals and objectives.
- Establishing and supporting avenues (intervention model) for community service by staff and students of INES-RUHENGRI.
- Providing opportunities and procedures for input from business, industry, professional groups and the community generally into the ongoing development of the teaching, research and other aspects of the INES-RUHENGRI's mission.
- Seeking cooperative and joint endeavours with schools and other providers of education and training, business and industry, arts, sporting and cultural organizations and other suitable organizations in the broader community.

### **IV. PROCEDURES/APPLICATION OF COMMUNITY SERVICES POLICY AT INES-RUHENGRI**

The following guiding principles apply to all of INES-RUHENGRI's community service activities:

- Activity will be consistent with INES-RUHENGRI's vision, mission, goals and objectives and also its strategic plan in the way of EDPRS II, Vision 2020 and Millennium Development Goals (MDGs), etc.
- Activity will be consistent with the education, research and development functions of INES-RUHENGRI.
- Community service needs will be assessed and met within the broad scope of INES-RUHENGRI's appropriate intervention.
- Community service activities that draw upon an individual's professional expertise will normally be appropriately recognized, supported and encouraged by INES-RUHENGRI.
- The quality of INES-RUHENGRI's community service activities will be ensured and will be coherent and consistent.
- INES-RUHENGRI aspires to help shape the world in which it operates, not just respond to it. Wherever possible, community service should be undertaken in a proactive manner.



## **V. CATEGORIES OF INES-RUHENGERI'S COMMUNITY SERVICES**

### **5.1. Internal**

Internally, INES-RUHENGERI has following service community and the list is not exhaustive:

**Academic:** it is related to all services which deal with academic matters and guided by related service rules and policies such services are for example Registrariat Academic Directorate, Departments, Faculties, Library, Laboratories, Research Directorate (policy related to faculty, staff and student research, its funding and commercialization), Quality insurance services, ICT (policies related to computer systems, access, data and related issues).

**Business practices:** Policy related to accounting, budgeting, purchasing, traveling and other businesses and finance functions.

**Accounting services:** Manage incomes and expenditures of the institution

**Financial services:** (INES company Ltd, coffee cyber, renting room restaurant, hostel, procurement)

#### **Marketing**

**Facilities and safety:** It is related to policy related to infrastructure safety, roads, buildings, grounds, gardens: Infrastructures management.

**Human resources:** Policies, rules and contracts related to the work relationship with INES-RUHENGERI:

Staff life (policies related to all facets of staff life from recruitment up to the end of the contract including safety at work, health issues, mental, physical and social disability people)

Students' life (policies related to all facets of student life from admission through graduation)

**Sport and leisure:** policies related to the Institution's participation in inter-university competition and sporting, cultural events access and behavior.

**Governance:** Bylaws, rules and policies providing the framework for INES governance.

**Communication to the public:** policy related to audience of interest and addressed to faculties, staff, students, and visitors to provide the necessary information to the public for the orientation.

**Fund-raising:** Policy related to fund-raising and how such funds may be used. The fund-raising can be done to internal or external community services to improve the community development.



## **5.2. External**

Externally, INES-RUHENGERI deals with partners and stakeholders. Some community services are guided by a specific INES internal policy related to the service concerned internally to INES-RUHENGERI; for instance internships, field research and consultancies, tender, and other businesses which relate INES-RUHENGERI to the external individuals, companies or organization through MoUs and partnerships.

Some other community services are guided by the local government policy or National/International Policy related to the concerned community services; for instance UMUGANDA, AGACIRO Development Fund, One Dollar Campaign, bye bye NYAKATSI Campaign, Labor day, International women day, Fitting HIV, etc.

## **VI. Policy limits**

This policy is not exhaustive. Some areas will be more explored as long as the Institution will grow up so that some community services which are not yet highlighted will be taken into account and developed.



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