

“EXPERIENCE EUROASIA AND EMPOWER”



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EVS in MALAYSIA  
11th September 2017 - 10th July 2018

INFO PACK

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# 1. Project Description

This activity, **EVS in Malaysia**, is the third activity of **Experience EuroAsia and Empower**, a collaborative project amongst four NGOs (Association PEL, SOLS 24/7 Malaysia, Associacao Juvenil de Peniche, Association Juvenil Inter) who have partnered to integrate their mission with the objectives of Erasmus+ and EVS through volunteer exchange activities. The volunteers going for EVS in Malaysia will contribute towards community development and sustainability of poor and underserved communities in Malaysia through education and social empowerment initiatives.

By working as a EVS placement at any of the SOLS 24/7 programmes, the volunteers will work with a diverse community and varying topics surround education, sustainable development and social service. We aim to achieve a sensitive and effective cultural exchange on realising a common goal of community welfare and environmental sustainability.

For this activity, we are looking for a total of **nine (9) EVS volunteers** who are passionate about giving back to society through education, community development, and raising awareness on sustainability, and are interested to do their placement in Malaysia. The placement is for ten (10) months from 11th September 2017 to 10th July 2018.

The EVS placements will be based either **at one of our two locations in Kuala Lumpur** (Sungai Besi, or Segambut) or **at one of the community centres outside of Kuala Lumpur**.

## 1.1. Objectives

Depending on the programme the EVS placement will be held, one or several of the following objectives will be targeted:

- To serve, educate and empower students from poor and underserved communities through facilitating in English courses and raising awareness on sustainability.
- To provide a platform for volunteers to use their skills, knowledge, and expertise, to contribute to society.
- To have a unique voluntary opportunity and eye-opening experience to work with individuals from underserved communities and immerse within a Malaysian community.
- To raise awareness and knowledge among students and community members on topics related to environment, sustainability, health, and education through community projects and initiatives.
- To discuss safe environmental practices to students and community members and how to apply it in everyday life.
- To expose rural and semi-urban communities to a more international perspective on environmental sustainability.
- To promote Erasmus+ as a platform for local and international activities for education, sustainability and environmental protection.

- To establish a long-term and beneficial network between SOLS 24/7 and the project partners through this collaborative project under the Erasmus+ programme.

## 1.2. Who can participate?

The ideal candidate has the following characteristics:

- Positive mindset and proactive;
- Disciplined and professional attitude;
- Problem-solving and flexible attitude towards changes in the internal and external environment;
- Openness towards a multicultural and multireligious environment;
- Able to work independently and in a team.

The ideal candidate has the following skills and experience:

- Preferable Bachelor Degree, currently enrolled in University, or experience in non-formal education programmes;
- Good knowledge in English, both written and verbal (minimum CEFR B2);
- Able to communicate well with the team and members in the community;
- Passionate in community development, education and sustainability initiatives;
- Experience in education or community work is preferred, but not required.

## 1.3. Timeline

The below are the project milestones and the tentative key dates of the project.

### 2017

- **Apr-Aug** Recruitment, interview and selection process  
Submission of visa documents to SOLS 24/7  
Collection of PVP entry visa from nearest Malaysian Embassy to participant's place of residence
- **11 Sep** Start of EVS  
Arrival in Malaysia + On-arrival training @ SOLS HQ (1 week)
- **18 Sep** Placement training @ SOLS HQ (2 weeks)
- **02 Oct** Job shadowing at respective placement (1-2 weeks)
- **Feb/Mar** Mid-term evaluation @ SOLS HQ (date to be confirmed)

### 2018

- **10 Jul** End of EVS in Malaysia

## 1.4. EVS Placement period

The EVS placement period will be 10 months long, from 11th September 2017 to 10th July 2018. All participants should have arrived at the venue on 11th September, latest by 6.00pm.

All participants will receive on-arrival training during the first week of the project and will be trained in the consecutive 2-4 weeks on their EVS placement position.

More details on the expected arrival date and time will be revealed closer to the starting date and upon confirmation of all participants.

Participants going a placement at one of the Community Centres will be assigned to a location after the recruitment process and prior to coming to Malaysia. This way the EVS participant knows exactly what location he or she will be sent to. However, if during the training we identify that a candidate is not suitable for a certain placement for whatsoever reason then we will reconsider the placement in consultation with our Education experts and the EVS participant.

The venue for the EVS arrival training and placement training is:

SOLS 24/7 Headquarters  
1Petaling Commerz & Residential Condos,  
#1-9, Level 1, Jalan 1C/149,  
Off Jalan Sungai Besi, Sungai Besi,  
57100, Federal Territory of Kuala Lumpur, Malaysia

## 1.5. Application procedure

The applicant should follow the below steps to apply for one of the positions:

1. Email your CV (in English) to your local Sending Organisation.
2. Once screened by your Sending Organisation, the next step is to fill up the [Application form for EVS in Malaysia](#).
3. Suitable candidates will be invited by SOLS 24/7 for a Skype interview. Prior to the online interview, the participant is required to do an online English test which takes about 30-45 minutes.

**\*Note:** SOLS 24/7 requires a pool of at least nine (9) candidates per partner organisation in order to select the most suitable candidates.

## 2. Practical Information

### 2.1. Transportation

Take a flight to Kuala Lumpur International Airport (KLIA). The best and cheapest flight connections to Kuala Lumpur from Europe based on our experience are with KLM, Air France, Turkish Airlines, Qatar Airways, Emirates, Etihad.

**Important: Please do not buy any tickets before you inform PEL Association about the price and route of the tickets and get approval to proceed.**

All participants are required to send their flight itinerary to [hr@sols247.org](mailto:hr@sols247.org) by 11th May 2017.

If there is a large enough group, we will arrange transportation from the airport to the venue.

#### Public transportation

While we might not have the capacity to pick individuals up from the airport, we can provide you with easy steps on how to get to us.

From Kuala Lumpur International Airport (KLIA) to Bandar Tasik Selatan (TBS) train station:

##### *By train:*

If you are arriving at KLIA, take the KLIA Transit train from the airport (**not** the KLIA Ekspres). The train stop you should get off is Bandar Tasik Selatan station (when buying the ticket you can say TBS, which stands for Terminal Bersepadu Selatan). A train ticket will cost around RM 38.40 and it takes 30 minutes. If you are arriving at KLIA2 the procedure will be the same. You can refer for the schedule [here](#).

##### *By Bus:*

If you are arriving from KLIA/KLIA2, you could also take a bus. The bus is only RM 11 and it takes 1 hour to go to the TBS bus station.

This [website](#) is also helpful for finding transportation to TBS.

##### *From TBS to our building:*

When you arrive during office hours (Monday till Friday, 9.00am till 6.00pm) by train or bus at TBS, arrangements can be made to meet you. This would have to be arranged in advance and depends on our staff and vehicle capacity for the day. Make sure you are clear about the time you are arriving and that you can call Ashne Preet (Deputy HR Manager) at +6012-6030854 once you are there.

If we are unable to pick you up you can take a taxi from TBS to our building, which is literally 5 minutes away. Please always ask for a **metered** taxi, although there is chance you will not find any. Make sure that you agree on the price before getting in if you are taking a taxi without meter. RM 10 is a fair price and we would recommend not to agree on a higher price. If the taxi driver is unsure of our address tell him to go to “Petaling Indah Condominium” as a reference point. Our headquarters is opposite the condominium.

From the airport straight to our building:

#### *By Taxi/Uber:*

Taxi services could be arranged from inside the airport from available taxi companies. There are car service counters at the International Arrival Hall right after Customs. Ticket is given and taxi is taken right outside the airport’s exit doors. A taxi from Kuala Lumpur International Airport (KLIA) will cost you easily RM 80 to 100 depending on the car service chosen. Blue taxis are airport taxis that cost much more than the red taxis commonly used. It is always important to make sure you ask the taxi driver the cost of your ride before getting into the taxi or opt to have the journey metered. If you have access to wifi, Uber could also be an option and it is highly used here in Malaysia. You will be able to choose between paying with cash or by card. Just remember to have it downloaded on your phone before your flight.

## **2.2. Visa arrangements**

SOLS 24/7 will apply for a special volunteer visa called **Professional Visit Pass (PVP)** for all EVS participants. Accepted participants are required to submit all documents for their visa submission to [hr@sols247.org](mailto:hr@sols247.org) by latest **20th March 2017, 12.00pm Malaysian time (To confirm new deadline)**. It is very crucial for us to receive all required documents on time as it could take between 4 to 8 weeks for Professional Visit Passes to be ready.

### **Professional Visit Pass steps**

- **Step 1:** Participant **submits all visa documents** to [hr@sols247.org](mailto:hr@sols247.org) in one email before **20th March, 12.00pm Malaysian time**.
- **Step 2:** SOLS 24/7 compiles all documentation for the participant’s Professional Visit Pass and **submit it at the Malaysian Immigration Department** for approval.
- **Step 3:** Wait for the Malaysian Immigration to revert back to SOLS 24/7 on the **status/approval of application** (usually takes 4-8 weeks).
- **Step 4:** If application **approved**, SOLS 24/7 to **send the approval letter by email** to the participant.
- **Step 5:** Participant takes the **approval letter** to the **Malaysian Embassy in their country** or the **closest country** to them with a Malaysian Embassy and obtains the “**calling visa stamp**”.

### Calling visa stamp

The participants are required to pay for the calling visa stamp at the Malaysian Embassy where they collect it from. **Please keep the original receipts and pass it to SOLS 24/7 upon arrival in Malaysia for reimbursement (reimbursement process to be confirmed).**

The cost to obtain the **calling visa stamp** varies in all Malaysian Embassies depending on the country the calling visa stamp is obtained. The process for this usually takes up one (1) to three (3) working days depending on the Embassy per country. It is important for the participants to contact the Malaysian Embassy they are planning to obtain the calling visa stamp from and enquire if any additional documents are needed. Additionally, do take note of the public holidays of the respective Embassy.

The calling visa stamp can be obtained in the following countries closest to you. The following are Malaysian embassies closest to you based on our research that you can opt to choose:

#### Spain and Portugal

*Malaysian Embassy in Madrid*

Address: Paseo de la castellana, 91-10, Edificio Centro 23, 28046, Madrid

Tel: +(34)915550684, +(34)915550737

#### Macedonia

*Malaysian Embassy in Belgrade*

High commission of Malaysia Belgrade, Krajiska 2,11040, Belgrade

Tel:+381112662736, +381112662746,+38163328785

#### Visa application steps and cost

Step	Description	Cost	Duration
1	SOLS submits documents to Putrajaya (Immigration) - Application	Portugal: RM 306.50 Macedonia: RM320.00 Spain: RM 311.60  Visa Processing Fee for each participant (Printing + Transportation cost): RM 20.00 Personal Bond cost: RM 10.00	Submission: 2 working days. Approval duration: 2 - 3 weeks

2	Once the application is approved, SOLS will get an Approval Letter.		
3	SOLS will email the participants the Approval Letter		1 working day
4	<p>The participant will bring the Approval Letter to the nearest Malaysian Embassy</p> <ul style="list-style-type: none"> <li>- Suggested Embassy: Spain (Malaysian Embassy in Spain), Macedonia (Malaysian Embassy in Serbia), Portugal (Malaysian Embassy in Spain).</li> <li>- Malaysian Embassy will issue the participant a Single-Entry Visa.</li> </ul>	<p>EUR 67.28 at the Malaysian Embassy in Belgrade, Serbia (Macedonia)</p> <p>EUR 65.51 at the Malaysian Embassy in Madrid, Spain (Spain, Portugal)</p>	Based on our experience with our volunteers, this process has taken +/- 3 WORKING days. We highly suggest that the participants call the Embassy to obtain the exact time frame they will process the Single-Entry Visa and visa cost.
5	Participant flies to Malaysia.		
6	Participant gives SOLS their passport, SOLS will take passport to the Malaysian Immigration and convert Single-Entry Visa to Professional Visit Pass (Multiple-Entry Visa).		2 working days.

### Documents required for visa application

Each participant has to email us the following documents in order to prepare the visa application.

<p><b>1. Letter of Acceptance</b></p>	<p>This is from an overseas organisation/company/university to SOLS 24/7 Malaysia (for this project, it should be the NGO you are attached to). To volunteer in Malaysia, the Malaysian Immigration requires us to invite you to volunteer with us and a letter from the Organisation/NGO you are connected with to accept our invitation. To ease this process, we have provided a template. You just have to ask your NGO/organisation to put their letterhead on it (incl. address and contact details) and to let it signed by a representative from the organisation.</p> <p>SOLS 24/7 will email the Letter of Acceptance template to the organisation upon acceptance and confirmation of the participant.</p>
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<b>2. Passport copy</b>	All pages of the passport including blank pages.
<b>3. Curriculum Vitae (CV)</b>	In English only (this should have already been submitted with the application form).
<b>4. Passport picture</b>	SOLS 24/7 will email the passport picture requirements to the organisation upon acceptance and confirmation of the participant.
<b>6. Academic Certificate</b>	<ul style="list-style-type: none"> <li>● In English only.</li> <li>● Certified true copy.</li> <li>● Endorsed by the Embassy/Certified translating company if translation to English is required.</li> <li>● For participants without an academic certificate, you are required to attach a letter from your university, confirming that you are enrolled in the respective university. A sample can be provided upon request.</li> </ul>
<b>7. Transcript</b>	<ul style="list-style-type: none"> <li>● In English only.</li> <li>● Certified true copy.</li> <li>● Endorsed by the embassy/Certified translating company if translation to English is required.</li> </ul>

\*Note: SOLS 24/7 will not cover the cost of any translations or legalisations of documents.

#### **Other documents required for SOLS 24/7.**

The documents below are required for all volunteers and staff with SOLS 24/7.

<b>1. Personal details form</b>	SOLS 24/7 will email the Personal details form to the organisation upon acceptance and confirmation of the participant.
<b>2. Certificate of good conduct</b>	The certificate of good conduct is commonly known as a criminal report that can usually be obtained online or from your local police station.
<b>3. Certificate of good health</b>	SOLS 24/7 will email the Certificate of good health sample to the organisation upon acceptance and confirmation of the participant. This Certificate can usually be obtained from your local doctor or clinic.
<b>4. Signed photo consent form</b>	SOLS 24/7 will email the Photo Consent form to the organisation upon acceptance and confirmation of the participant.

## 2.3. Insurance

PEL Association will arrange CIGNA insurance for all participants. In order to purchase the insurance, please send a copy of the participant's passports to PEL Association.

## 2.4. Vaccinations

All volunteers must ensure they are up-to-date with their vaccinations prior to coming to Malaysia. Vaccination shots often include typhoid, yellow fever and Hepatitis A. Volunteers should meet with their local doctors to discuss necessary vaccinations prior to departing. Bringing a copy of your vaccination certificates is not required but suggested.

## 2.5. Accommodation

### During the On-Arrival Training and Placement Training

At the start of the project, all participants will be housed in the **SOLS 24/7 Headquarters in Kuala Lumpur**. The accommodation includes shared dorm facilities (separated by gender) that have either single or bunk beds. It is shared among volunteers, staff and students. The dormitories are air-conditioned and there is Wi-Fi available. There is also a washing machine available. The shower and washing facilities are for the female participants directly connected to their dormitory while for the male participants it is just outside of their dorm.

There are also leisure facilities, including a clubhouse where volunteers, staff, and students can relax and hang out, and there is table tennis and table futsal.

### During the EVS placement

After the On-Arrival-Training and 2 weeks of Placement Training (also depending on the arrangements at that point), all participants who have been selected for the Community Centre programme will move out of the SOLS 24/7 HQ accommodation to their respective location (for more information on the accommodation facilities per centre, please refer to attachment I).

For the EVS participants who are based in Kuala Lumpur, they will be based at the SOLS 24/7 accommodation at our headquarters (Sungai Besi) or at our Solar Academy (Segambut) throughout the placement period.

## 2.6. Food

During the on-arrival training and placement training, meals will be provided three times daily (breakfast, lunch, dinner) at our cafeteria in SOLS HQ. During trainings, coffee breaks and tea breaks will also be organised for EVS participants. Once the EVS placement on location will start, each participant will receive a monthly food allowance in advance. Please refer also to the section on allowance for further information.

## 2.7. International driving license

Participants with a valid international license are free to use a motorbike (if available) under the condition they have signed the Vehicle Agreement Form stating they will take responsibility for the vehicle while it is in their possession.

## 2.8. Weather

Malaysia has a tropical climate with an average of 28 degrees and an average relative humidity of 86%. Although it rains throughout the year, there is even more frequent rainfall during the monsoon season which lasts from November to February.

## 2.9. Price comparison in Malaysia

Please visit <https://www.numbeo.com/cost-of-living/comparison.jsp> for information on cost living comparisons between countries.

## 2.10. Necessities during your stay

1. Dress code during work: smart casual attire (shirts, long pants, closed shoes). \*Girls to note that skirts/dresses must be knee level.
2. For the time out of work: Flip flops or slippers
3. Medication that you think you can only find in your own country
4. A laptop is recommended to bring if you have one. If you don't have a laptop, no worries as there are internet cafes throughout Malaysia.
5. Sunscreen
6. Mosquito repellent
7. Umbrella or raincoat
8. Adaptor suited for the Malaysian socket
9. Snacks and food from your country for the intercultural evening\*.

**\*Important:** Alcohol, pork and beef are strictly prohibited in all SOLS 24/7 venues and programmes due to religious and cultural customs in Malaysia.

Each EVS participant will be provided with one (1) set of bed sheet, blanket, pillow and pillow case upon arrival at SOLS HQ, which they are supposed to return upon departure from the programme.

## 2.11. Contact

If you have further questions, please feel free to contact:

- Tim Spijker, Project Coordinator, +6018-3284247 or [tim@sols247.org](mailto:tim@sols247.org)
- Ashne Preet, Deputy HR Manager, +6012-6030854 or [ashne@sols247.org](mailto:ashne@sols247.org)

### 3. Rules and Regulations

#### 3.1. Leave

All participants will earn two (2) days leave a month. You will be allowed to accumulate your leave days for a maximum of 2 months. Participants should apply for their leave a minimum of two (2) weeks in advance by sending a request their assigned supervisor for approval and Cc [hr@sols247.org](mailto:hr@sols247.org) for our records.

#### 3.2. Allowance

Each participant will receive a maximum of RM 800.00 monthly allowance that will be paid out by the 7th of the following month. Participants will only be given the full allowance if they submit the original receipts for the respective budget category.

The breakdown of the RM 800.00 allowance budget is as per below.

Type	Amount per month (RM)	Reporting requirements
Food allowance*	RM 450.00	Participant needs to sign form that he/she received it
Pocket money	RM 250.00	Participant needs to sign form that he/she received it
Transport**	RM 100.00	Participant need to provide receipts for transport. <u>Only</u> the amount spent by the participants will be reimbursed in the following month.
<b>Total budget</b>	<b>RM 800.00</b>	

\* No food allowance will be provided during the first three (3) weeks as all meals during the on-arrival training and placement training are being provided by SOLS 24/7. Food allowance will be pro-rated once the job shadowing training will start.

As food is provided at SOLS HQ and Solar Academy for staff and volunteers, those residing in 1Petaling and Solar Academy, can either choose to make use of the meals provided or to opt for receiving the food allowance.

\*\* Only for the Community Centre in Redang, the ferry ticket will be covered by SOLS 24/7.

### **3.3. General rules and regulations**

#### **1. Community Centre placement**

- a. As a Volunteer, you are highly regarded by the community and must be professional at all times.
- b. The Volunteer must always be punctual to classes and community engagements.
- c. Alcohol/Non-prescription drugs/smoking is strictly prohibited in or near the community centres.
- d. The Volunteer must dress business casual during the workweek.
- e. Community members are not allowed in the Volunteer's home. Should community members want to meet with the Volunteer, they may meet outside where all parties are visible.
- f. Intimate relationships with community members are strictly prohibited.
- g. Gender division is prominent in Malaysia; The Volunteer must be cautious when communicating with someone of the opposite sex.
- h. The Volunteer is expected to maintain a clean household while at the centres.
- i. The Volunteer must not leave the premises during their work week. He/she is free to leave the centre once he/she has completed that week.
- j. Overnight trips shall not merit missed days during the workweek.
- k. Should a Volunteer fall ill, he/she should inform his/her supervisor and HR.
- l. Pork and beef are strictly prohibited in all SOLS 24/7 venues and programmes for religious and cultural reasons.

#### **2. Project placement**

- a. The Volunteer is expected to arrive at work on time. Any unexpected outcomes to result in tardiness must be communicated.
- b. The Volunteer must dress business casual during office hours.
- c. The Volunteer must maintain a clean environment in his/her dorm. No food is allowed within the dorms, but can be stored in the recreation room. Drinks should be limited to water while in the dormitories.
- d. Every Friday, all dorm residents are expected to clean the dormitories.
- e. Alcohol/Smoking/Non-prescription drugs are not allowed in the office. The Volunteer may smoke outside the HQ during breaks or after the work day.
- f. The Volunteer is expected to clean his/her own plates and utensils after eating the meals provided at headquarters.
- g. Public display of affection is not encouraged and must not be seen in headquarters during office hours.
- h. Should a Volunteer fall ill, he/she should inform his/her supervisor and HR.
- i. Pork and beef are strictly prohibited in all SOLS 24/7 venues and programmes due to religious and cultural customs in Malaysia.

## 4. Trainings

The on-arrival training, classroom training and job shadowing are a continuation of each other and will be provided in the first 5 weeks upon arrival. Only the mid-term evaluation will be organised some time in the middle of the project (after approx 5 months).

No	Training	Venue	Duration	Training details
1	On-arrival training	SOLS HQ, Kuala Lumpur	5-6 days	Introduction and getting to know each other; discuss EVS project objectives, timeline, and details; set expectations and goals; cultural training; health & safety; administration; ice-breaking activities; soft skills training; outing.
2	EVS Placement training	SOLS HQ, Kuala Lumpur	2 weeks	Professional skills training; job preparation training; classroom training (for those at Community Centres); placement training (for other placements); 2 weeks x 8 hours of Malaysian language training.
3	Job shadowing	At placement location	2 weeks	<p>You will be placed at a centre where you will observe and assist the delivery of the classes. The location you are placed for job shadowing is only decided after the 2 weeks of classroom training. Job shadowing can be located at any centre or at the centre where you will be placed for the whole placement period. 2 weeks x 8 hours of Malaysian language training.</p> <p>SOLS will cover the transportation cost to / from the centre for the job shadowing. Accommodation will be provided. Food will only be provided if available. If no food available, then the EVS participant will receive a food allowance.</p>
4	Mid-term evaluation	SOLS HQ, Kuala Lumpur	5-6 days	Evaluate the first 5 months of the placement; discuss challenges, lessons learned, expectations.

## Attachment I: Job Descriptions

In terms of the location, there are 3 types of placements available: at SOLS 24/7 Headquarters in Sungai Besi (Kuala Lumpur), at our office / Solar Academy in Segambut (Kuala Lumpur), or at one of the SOLS 24/7 community centres out of Kuala Lumpur.

Kindly note that although there are 17 positions available, only 9 EVS volunteers will be selected for this project. For all job description kindly refer to the following pages.

<b>I. Placements at SOLS 24/7 Headquarters (1Petaling, Sungai Besi, Kuala Lumpur)</b>			
<b>No</b>	<b>Programme</b>	<b>Positions available</b>	<b>Location</b>
1	NGO Hub	1 position	Sungai Besi, Kuala Lumpur
2	Scholar Development Programme (SDP)	1 position	Sungai Besi, Kuala Lumpur
3	Human Resources	1 position	Sungai Besi, Kuala Lumpur
<b>II. Placements at SOLS 24/7 Solar Academy + Office (Segambut, Kuala Lumpur)</b>			
4	Solar Academy	2 positions	Segambut, Kuala Lumpur
<b>III. Placements at Community Centres out of Kuala Lumpur</b>			
5	Community Centre 1Petaling	1 position	Sungai Besi, Kuala Lumpur
6	Community Centre Mah Sing	1 position	Pusat Bandaraya, Kuala Lumpur
7	Community Centre Redang	1 position	Redang Island (Terengganu)
8	Community Centre Sungai Suloh	1 position	Sungai Suloh (Johor)

## I.I. Placements at SOLS HQ (Sungai Besi, Kuala Lumpur)

### NGO Hub

[ngohub.asia](http://ngohub.asia) a platform developed by SOLS 247 and our founding partner 7-Eleven. This platform is for non-profit organisations and individuals to find the resources they need to grow and contribute more in whichever field they're working in, to develop the third sector in Asia. The participant will be responsible for the communications tasks, including external and internal communication with main focus on social media. Support in logistics for events and providing support with public relations and other projects.

#### Media and logistics

- Creating content for the online platforms, Instagram, Twitter and Facebook;
- Organize, contact and prepare all logistic processes for events. (Eventbrite content, Venue organization, invitations for attendees, NGOs and Individuals, Volunteers, etc);
- Prepare press releases, and internal reports.

#### External relations

- Identify possible volunteering activities;
- Assist in event organization tasks;
- NGO visits.

#### Communications and outreach

- Newsletter preparation and distribution to all stakeholders and partners;
- Promoting Grants Cycles, visiting NGOs;
- Promoting additional projects;
- Prepare promotional materials (leaflets, flyers, posters).

#### Basic Requirements

- Preferably background in the Communication field but not required;
- Good command of English - written and verbal;
- Good communication skills and people orientated;
- Good writing skills and detailed focused;
- Able to work both independently and also in a team.

## Scholar Development Programme

The Scholar Development Programme is designed to nurture and develop high potential scholars from underprivileged backgrounds to become outstanding, skillful and socially aware graduates. SOLS 24/7 Malaysia has successfully implemented and managed three scholarship programmes for government and corporate foundations. Through these scholar development programmes, we have trained over 450 scholars from challenging backgrounds in intensive English language, soft skills and character development.

### **Assist in planning and delivering training sessions internally and externally**

- Survey the target groups for training needs;
- Assist in training preparing and designing training programmes;
- Assist in delivering and ensures the evaluation of training sessions for SOLS teaching staff project based.

### **Research and development on education and training materials needs based**

- Research in existing education models and systems;
- Piloting and results - based improvement of education and training materials;
- Assist in Innovating and updating education and training units.

### **Design education materials for SOLS projects and programmes as advised by management**

- Assist in creating new teaching and assessment materials;
- Assist in creating instructional materials for implementing the educational content (SOPs);
- Assist in monitoring the implementation of education materials to ensure following standards.

### **Basic Requirements**

- Passionate in the education field and eager to work with youth;
- Good knowledge in English; Written and verbal;
- Knowledge of Word/Excel/Ppt or Google Docs/Google Sheets/Google Slides;
- Interpersonal skills (building relationships, conduct and conflict mediation);
- Teamwork (egalitarian, supportive, collaborative, dependable);
- Excellent communication skills (listening, questioning, explaining, giving feedback);
- Presentation skills (public speaking, structure and communicate ideas, using visual aids);
- Willing to learn and be trained in specific education and training materials and approaches;
- Flexibility (responsive, adaptable, creative, manage change).

## Human Resources

The human resources department is responsible for the overall well-being of the employees. The main components involved the HR team is staff recruitment, international visa application processes, onboarding of new hires (onboarding) and the implementation of policies and procedures in the organization.

### Workforce Planning and Employment

- Assisting to implement the organization's recruitment strategy;
- Assisting in the hiring process, including coordinating job posts, reviewing resumes, and performing reference checks.

### HR Development

- Assisting on-boarding and orientation;
- Explaining human resources policies, procedures, rules and regulation to new and existing employees.

### Job Description and Analysis

- Analyzing job descriptions;
- Processing all personnel action forms and ensuring proper approval;
- Ensuring new hire sheet is completed and processed.

### Visa and Immigration

- Assisting to ensure all international applicants are well informed on the visa application process;
- Documents provided by applicants must be sufficient and thoroughly check;
- Explaining visa procedures, rules and regulation;
- Ensuring application submitting on time;
- Checking the visa overview and making sure it's up to date;
- Maintaining records of visa and passport expiration date;
- Following up any information with the body of immigration;
- Liaise with supervisor any applicants need to be submitted.

### Basic requirements

- Interested in recruitment and the human resources field;
- Background in Human Resources and recruitment is an added advantage;
- Good knowledge of English; Written and Verbal.
- Good communication and people skills;
- High planning and organization skills;
- Open minded and flexible;
- Always seeking to improve best practice.

## I.II. Placements at SOLS Solar Academy (Segambut, Kuala Lumpur)

### Solar Academy (2 positions available)

SOLS 24/7 has started the first Solar Academy in Malaysia. We train over 100 solar technicians yearly. We have been running Youth Development Centres since 2008. We believe that by harnessing local expertise, we can meet the demands of this growing industry while providing employment opportunities to youth from underserved communities.

You will work in a team of trainers and volunteers and will report to the Project Manager in charge. Students in the Solar Academy are between 17 and 25 years old. Classes offered to the students include English, IT, life skills, mathematics, project management and solar technician modules (at the Solar Academy). For more details please refer to the centre page or website <http://www.sols247.org/solar-academy/>.

- Work with internal training department and overseeing the learning process of students;
- Work on improvement and syllabus development of Solar programme and oversee the testing results quarterly;
- Work with communications department about the updates and news from the solar academy and help with the basic marketing and fundraising for the school;
- Prepare and submit daily updates reflecting personal achievements and remarks on process development;
- Implement promotional material for education markets and donors to the academy and cooperate on the reporting preparation;
- Support the SOLS Energy Social enterprise with preparation of SLDs in some of the preferable programmes (Autocad or PVSyst);
- Support technicians with technical opinion and experience in mechanical engineering;
- Develop new training methodologies in working with underprivileged youth;
- Liaise with supervisor about general daily tasks and projects necessities.
- Support local trainees and volunteers and help them with their personal development and community centre placement.
- Administrative tasks: through the SOLS Classroom Management app and/or paper-based, including: Student registration, class scheduling, attendance, reporting, event planning and organising, and/or handling basic accounts.

### Basic Requirements:

- Fresh graduates are encouraged to apply.
- Background in Engineering preferred (Mechanical, Civil, Energy, Electrical, Electronical or Environmental).
- Good proficiency in English; Written and Verbal.
- An ability to work autonomously, using initiative to self-direct research and analysis.
- Excellent research skills and an ability to teach oneself new skills.

### **I.III. Placements at Community Centres**

We have placements available for EVS participants at one of the below Community Centres.

1. Community Centre 1Petaling, Kuala Lumpur (1 position)
2. Community Centre Redang, Terengganu (1 position)
3. Community Centre Sungai Suloh, Johor (1 position)
4. Community Centre Mah Sing, Kuala Lumpur (1 position)

Please note that only the placement at 1Petaling is located in Kuala Lumpur while all the other placements are located in local communities.

#### **About Community Centres**

We have directly impacted 30,000 students at 90 Community Centres across the country since 2009. Our centres provided 6 to 8 hours free English & Life skills classes daily: we teach housewives in the morning, children in the afternoon, youth in the evening and working adults at night. Our centres truly serve as a hub for social services through its direct grassroots network enabling other programmes and providers to offer their services and create an even bigger impact.

Currently we run 12 community centres across Malaysia. We have identified the 5 centres mentioned above as most suitable to host EVS placements. For more information on the programme, please refer to <http://www.sols247.org/programmes/community-centres/>.

#### **About the EVS position at the Community Centres**

The Volunteer will work in a team of 2-3 people, together with the Centre Manager and Trainee/volunteer (if available), and as a team they are responsible for the performance of the project, meeting the centre objectives, and running of daily classes. The EVS participant will not be alone at their placement and they will be report their duties to the Centre Manager.

These classes include providing a range of English, IT and life skills classes. Our community programme targets the entire community and is open to children (7+ years), youth, housewives, working adults and senior citizens (no maximum age for students to enroll).

The Volunteer will be accountable for facilitating daily English classes (either paper-based or computer-based teaching), administration, basic accounts of the project, and community engagement through organising monthly community events, networking opportunities and identifying NGOs. This position includes planning, developing, coordinating, implementing and evaluating a range of community initiatives. The Volunteer at the Community Centre is one of the main points of contact between the Community Centre and the organisation.

#### **Key Tasks**

Hours per week: 35 hours (5 days x 7 hours daily)

## 1. Training

- a. To attend every training conducted/required by the organization.

## 2. Education

- a. To assist the Community Centre Manager in teaching English, motivation, and basic computer skills to students at a SOLS 24/7 community centre using the SOLS 24/7 methodology provided (most classes will be offered through our Computer Assisted Learning programme);
- b. To assist with planning and preparation of classes;
- c. To teach according through the SOLS 24/7 methodology;
- d. To assist to monitor and record the progress of the students and report on this progress as and when instructed.;
- e. To assist to mentor local trainees and volunteers and help them with their personal development and community centre placement.
- f. Any other necessary tasks as requested by your supervisor.

## 3. Community engagement

- a. To plan, organise and implement monthly community events or workshops on topics related to the Sustainable Development Goals (SDGs). The goal of community events is to establish and maintain positive relationships with the community and engage them through programmes, events and other activities;
- b. To establish and maintain positive relationships with local community;
- c. To participate in formal and non-formal functions at the local community;
- d. To organize formal and non-formal functions at the community centre (if necessary).

## 4. Administration (through SOLS CM and/or paper-based), including:

- a. To assist with preparing monthly community centre reports;
- b. To assist with financial reporting (petty cash, receipts) at your community centre;
- c. To assist with student registration, attendance records, surveys and feedback forms;
- d. To assist with preparing class schedules;
- e. To assist with preparation of certificates and graduation ceremony planning;
- f. To assist with meeting social media KPIs and communication deliverables;
- g. To notify the Management Centre when any issues arise;
- h. To provide, debrief and submit any final reports by the end of your tenure.

\*Note: The schedule in the community centre might not be compact daily. For example, classes might start in the morning, have a break of 4 hours around lunchtime, classes continue at night. We adjust our schedule to the communities' availability. Same applies to the weekend which might not be the regular calendar weekend and we adjust to the students' availability. Also certain states in Malaysia follow a standard work week from Sunday to Thursday, and are

off on Friday and Saturday. Nonetheless, if an EVS participant works on one or two days on the weekend, he/she will be given replacement days throughout the week so the usual work week will still remain 5 working days.

## Attachment II: Accommodation & Community Information

There are 3 types of placement locations:

1. **SOLS 24/7 Headquarters**, 1Petaling, Sungai Besi, Kuala Lumpur
2. **SOLS Solar Academy**, Segambut, Kuala Lumpur
3. **Community Centres** at various locations out of Kuala Lumpur.

The EVS participants will be placed in different projects and locations. Each participant will have the opportunity to contribute to the project that he/she is assigned to and get a unique experience of working with local youth and community members.

### II.I. Placements at SOLS 24/7 Headquarters (Sungai Besi, KL)

Applicable for the following EVS placements: **Community Centre 1Petaling, Community Centre Mah Sing, NGO Hub, Scholar Development Programme, and Human Resources.**

Community information	
<b>Community centre</b>	Shoplot located at the SOLS 24/7 HQ (Condominium)
<b>Community type</b>	Urban
<b>Ethnicity</b>	Majority Malay and Chinese.
<b>Nearest town</b>	Southern Kuala Lumpur. 20 minutes from city centre by car.
<b>Main industries</b>	Small business, office jobs, factory jobs.
<b>Activities in the area</b>	<a href="http://www.visitkl.gov.my/visitklv2/">http://www.visitkl.gov.my/visitklv2/</a>
Accommodation information	
<b>Accommodation type</b>	Shared dormitories (gender separate).
<b>Bedroom facilities</b>	Bunk beds with 20-40 other staff and volunteers.
<b>Bathroom facilities</b>	Communal shower rooms without water heaters.
<b>Kitchen facilities</b>	Meals are provided 3 times daily (Breakfast, lunch and dinner) from Mondays - Saturdays. Cooking is not permitted.
<b>Other facilities</b>	Washing machine. Access to Clubhouse with TV, table futsal, table tennis.
<b>Internet</b>	Yes, stable.

<b>Centre information - Mah Sing</b>	
<b>Centre location</b>	Heart of KL/City Centre
<b>Traveling</b>	Travelling daily to the centre is required from the 1P (HQ). Public transportation is extremely accessible.
<b>Target group</b>	Underprivileged communities
<b>Operating since</b>	Expected to open in August 2017
<b>Photo album</b>	Not available as it's a new project
<b>Community information</b>	
<b>Community type</b>	Urban poor
<b>Ethnicity</b>	Various ethnicities (Malay, Indian, Chinese, Indigenous, Others)
<b>Nearest town</b>	It's in the city centre of Kuala Lumpur
<b>Main industries</b>	Tourism, Service Industry, Corporate Offices, Retail
<b>Activities in the area</b>	<a href="http://www.visitkl.gov.my/visitklv2/">http://www.visitkl.gov.my/visitklv2/</a>
<b>Accommodation information</b>	
<b>Accommodation type</b>	Shared dormitories (gender separate).
<b>Bedroom facilities</b>	Bunk beds with 20-40 other staff and volunteers.
<b>Bathroom facilities</b>	Communal shower rooms without water heaters.
<b>Kitchen facilities</b>	Meals are provided 3 times daily (Breakfast, lunch and dinner) from Mondays - Saturdays. Cooking is not permitted.
<b>Other facilities</b>	Washing machine. Access to Clubhouse with TV, table futsal, table tennis.
<b>Internet</b>	Yes, stable.

## II.II. Placements at SOLS 24/7 Academy (Segambut, KL)

Applicable for the following EVS placements: **Solar Academy**.

Community information	
Community type	Urban
Ethnicity	Indigenous
Nearest town	Northern part of Kuala Lumpur. 20 minutes to city centre by car.
Main industries	Small business, office jobs, factory jobs
Activities in the area	Teaching, cooking, workshops with the students, organizing events.
Accommodation information	
Accommodation type	Shop lot
Bedroom facilities	Shared dormitories (gender separate)
Bathroom facilities	Communal shower room with no water heater.
Kitchen facilities	The kitchen is furnished with cooking utilities.
Other facilities	Fast food restaurant, local restaurants and grocery shop at a walking distance.
Internet	Yes, stable.

### II.III. Placements at SOLS 24/7 Community Centres (Out of KL)

Applicable for the following EVS placements at Community Centres: **Redang, Sungai Suloh.**

Centre information - Redang	
Centre location	School, community hall, cyber cafe and at the staff accommodation.
Target group	Children, youth and adults.
Operating since	2012
Photo album	<a href="https://www.facebook.com/pg/SOLS247/photos/?tab=album&amp;album_id=913990021976051">https://www.facebook.com/pg/SOLS247/photos/?tab=album&amp;album_id=913990021976051</a>
Community information	
Community type	Rural (Island)
Ethnicity	Malay
Nearest town	1.5 hours via ferry to Kuala Besut
Main industries	Tourism, fishing
Activities in the area	Watersports (Snorkeling, Jet Skiing etc.). <a href="http://www.malaysia.travel/en/places/states-of-malaysia/terengganu/pulau-redang">http://www.malaysia.travel/en/places/states-of-malaysia/terengganu/pulau-redang</a>
Accommodation information	
Accommodation type	Room at one of the resort.
Bedroom facilities	Shared bedroom with two single beds.
Bathroom facilities	Own bathroom with water heater.
Kitchen facilities	Rice cooker, kettle and small fridge only.
Other facilities	Few restaurants and small shops. During monsoon (Nov-Feb) most of the restaurants are closed and there is no ATM machine on the island.
Internet	Unstable wifi, especially during the monsoon season.

Centre information - Sungai Suloh	
Centre location	High school and other communal premises.
Target group	Children, youth and adults.
Operating since	2012
Photo album	<a href="https://www.facebook.com/pg/SOLS247/photos/?tab=album&amp;album_id=747456668629388">https://www.facebook.com/pg/SOLS247/photos/?tab=album&amp;album_id=747456668629388</a>
Community information	
Community type	Rural
Ethnicity	Chinese and Malay
Nearest town	20 minutes by motorbike to Batu Pahat. 1.5 hours from Melaka. 2 hours from Johor Bahru.
Main industries	Plantations (rubber and palm oil)
Activities in the area	Sports (Basketball). <a href="http://tourism.johor.my/tour-category/batu-pahat/">http://tourism.johor.my/tour-category/batu-pahat/</a>
Accommodation information	
Accommodation type	Converted garage (A very small house)
Bedroom facilities	Two bedrooms with two single beds. Additional mattresses are available too.
Bathroom facilities	Shared shower room is inside the house (no heating), no shower head - bucket only. Toilet is located outside of the house.
Kitchen facilities	Stove, rice cooker and small fridge.
Other facilities	20 mins away in Batu Pahat (ATM, supermarket, post office)
Internet	Yes, only at the local restaurant that is a 5 minutes walk from the house.