

VOLUNTEERS AT SCIENCE CENTRE SINGAPORE

BACKGROUND OF SCIENCE CENTRE SINGAPORE

The Science Centre was established for the purpose of:

- Displaying exhibits illustrative of the physical sciences, life sciences, applied sciences, technology and industry, and
- Promoting the dissemination of knowledge in science and technology.

On 10 December 1977, Dr Toh Chin Chye, the then Minister-in-charge of the Science Centre Board, officially declared Science Centre Singapore open.

WHY THE NEED FOR SCIENCE CENTRE

Science centres popularise science by creating an environment where the audience can learn through participatory learning.

The hundreds of exhibits spanning various disciplines are basically incubators of scientific knowledge and the emphasis is more on hands-on exploratory learning rather than a formal text-based approach. Through innovative science exhibits which stress upon aspects of everyday life and other developments relevant to a nation, science centres are ideally poised to play an important role in nation-building efforts.

The Centre achieves its objectives in the following ways:

- Setting up exhibitions to illustrate the principles of science and technology, and to show their relevance to everyday life.
- Conducting school programmes to complement the school science syllabi.
- Producing scientific magazines and publications to increase the knowledge and understanding of students and the general public.
- Organising promotional activities to bring science closer to the people of Singapore.
- Screening movies in a giant screen format to inspire an awareness of science.

VISION

Science befriends and transforms the minds of millions.

MISSION

To promote interest, learning and creativity in science and technology through imaginative and enjoyable experience and contribute to the nation's development of its human resource.

WHY VOLUNTEERS

The Science Centre in Singapore is renowned for its excellent science exhibitions and innovative presentation techniques. In this environment, visitors gain insights through interactions with interactive exhibits. They are encouraged to manipulate and explore objects. These experiences encourage the development of observational skills - skills that can build a foundation for scientific knowledge and abstract thinking. These exciting experiences are meant to be shared with a parent, teacher, friend, staff or volunteer of the Science Centre.

To achieve its mission objectives more extensively, the Science Centre relies on a team of front-line staff to facilitate visitors' interaction with the exhibits by explaining the scientific principles behind the exhibits in exciting, innovative and interesting ways. The contribution by volunteers to complement that of staff in enhancing the visit of every visitor is definitely a major resource and asset to the Science Centre.

Volunteers:

- help to create an enjoyable experience in science
- provide on-the-floor interaction (demonstrate and explain how and why exhibits work) with visitors to the Science Centre.
- introduce, encourage an interest in, and an appreciation of science and technology
- help visitors have an enjoyable, interesting and safe visit

SCIENCE CENTRE'S VOLUNTEER MISSION

To create imaginative and enjoyable learning experiences in science.

VOLUNTEER MANAGEMENT PROGRAMME VISION STATEMENT

To achieve our vision to be a world-class science and technology centre, the Science Centre strongly supports the teamwork of employees and volunteers committed to our mission “to promote interest, learning and creativity in science and technology through imaginative and enjoyable experience and contribute to the nation’s development of its human resource”.

VOLUNTEER MANAGEMENT PROGRAMME COMMITMENT

To provide science experiences which foster creative, innovative, and independent thinking

To provide a wide range of experiences that emphasise the process of observing, exploring, measuring, recording, classifying, interpreting data, inferring, predicting, investigating, etc

To provide activities that give visitors a spectrum of related experiences encouraging learning in depth about a subject

To develop confidence in the use of science materials by volunteers and visitors

To provide a rewarding and fun experience for volunteers, one which enhances personal growth and self-esteem

SCIENCE CENTRE SINGAPORE VOLUNTEER'S ROLE

The Science Centre's Volunteer is required to act in a variety of roles:

Host/ Hostess

- welcome visitors and ensure their visits are enjoyable

Science Centre Representative

- provide visitors with information about the centre (eg. show timings, location of exhibits or washrooms etc)

Explainer/Facilitator

- guide and assist visitors in the exhibition galleries
- facilitate visitors' interaction with the exhibits
- give short demonstrations to explain the science behind the exhibits in the exhibition galleries
- use his/her familiarity with the exhibits in the Science Centre to make connections between exhibits in different galleries as well as among exhibits within a gallery
- devise new ways of using exhibits/materials in hands-on activities, especially in activities that encourage problem-solving

Guide

- lead and guide visitors on specific tour routes in the exhibition galleries
- pose interesting questions and make enthusiastic comments

Social

- provide an enjoyable atmosphere that results in a pleasurable experience for visitors and the probability of a return trip

TYPES OF VOLUNTEERS

- 1) Students
- 2) Adults

SCIENCE CENTRE SINGAPORE'S VOLUNTEER REQUIREMENTS

- Good communication and interpersonal skills, including the ability to work with people of various ages
- An enthusiastic and friendly disposition
- A strong commitment to provide a high standard of visitor service
- A wide range of expertise, however, experience is not necessary
- Interest in science
- Interest in presenting science and technology to the public.
- A willingness to undergo training

Science Centre's Core Values

- **Passion** - *We are passionate about science and its ability to enrich lives.*
- **Innovation** - *We continuously innovate to learn & improve.*
- **Professionalism** - *We maintain the highest level of professionalism in our work.*
- **Quality** - *We provide quality experiences that inspire and foster learning.*

Customer- Oriented Conduct

- Greet warmly
- Initiate help readily
- Smile cheerfully
- Thank sincerely

JOB DESCRIPTION

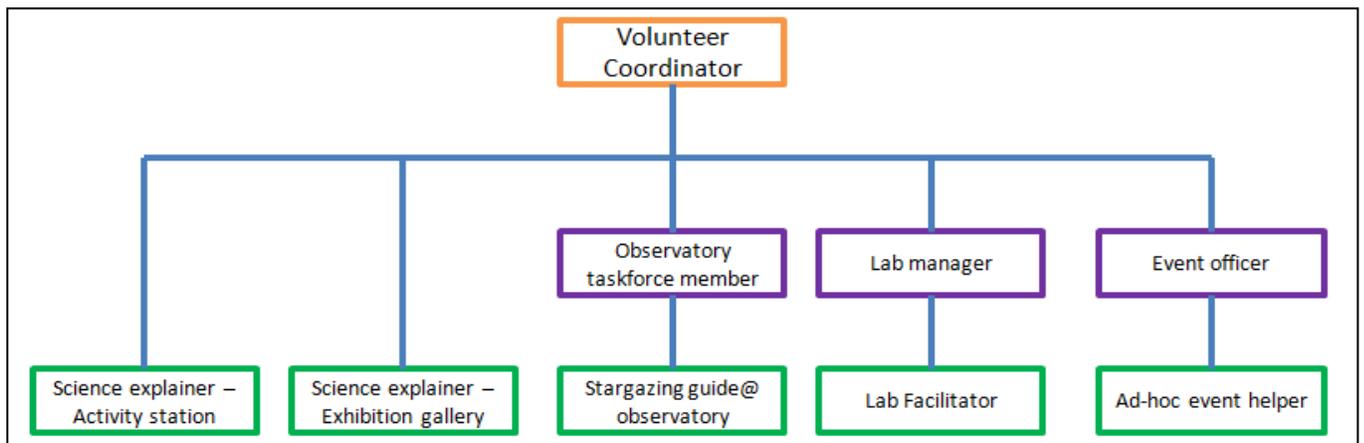
Core competencies

- English speaking
- Basic science knowledge (PSLE and above)
- Interest in science
- Good communication and interpersonal skills
- An enthusiastic and friendly disposition
- A willingness to undergo training

What we expect from you:

- Your time and commitment to attend orientation and a minimum of 20 volunteering hours
- Student volunteers must be neatly dressed in their school uniform, or a school-shirt with your school logo clearly shown on the **front** of the shirt, this should be paired with the school skirt or pants.
- Adult volunteers should be neat and tidy, dressed in smart attire (covered shoes and long pants).
- All volunteers must adhere to Science Centre Singapore's volunteer policy and code of conduct.

Reporting structure



Job title: Science explainers - Activity stations
Roles and Responsibilities:
<ul style="list-style-type: none"> • Assist in preparing relevant materials and clearing up after every session • Guide the visitors to the station activities • Demonstrate the activity if required • Explain the science behind the activity • Give directions to facilities around the Centre should visitors inquire • Give information about the Centre should visitors inquire • Other duties mutually agreed upon by the volunteer and the staff
Assignments:
Please refer to the activity booklet
Time commitment:
Weekdays: 3pm-6pm
Weekends and school holidays: 10am-1pm, 2pm-6pm

Job title: Science explainers - Exhibition gallery (Training required)*
Roles and Responsibilities:
<ul style="list-style-type: none"> • Attend training(s) for exhibit explainers before you can sign up for this role • Assist in preparing relevant materials and clearing up after every session • Guide the visitors on how to use the exhibit • Demonstrate the usage of the exhibit if required • Explain the science behind the exhibit • Give directions to facilities around the Centre should visitors inquire • Give information about the Centre should visitors inquire • Other duties mutually agreed upon by the volunteer and the staff
Assignments:
Selected exhibition galleries
Time commitment:
Weekdays: 3pm-6pm
Weekends and school holidays: 10am-1pm, 2pm-6pm

Job title: Stargazing guides @ observatory (Training required)*
Roles and Responsibilities:
<ul style="list-style-type: none"> • Attend training(s) for stargazing guides before you can sign up for this role • Assist in preparing relevant materials and clearing up after every session • To greet and record the number of visitors that attend the Observatory session (clickers will be provided)

<ul style="list-style-type: none"> • Conduct hands-on interactive activities with visitors • Give directions to facilities around the Centre should visitors inquire • Give information about the Centre should visitors inquire • Other duties mutually agreed upon by the volunteer and the staff
Assignments:
<ul style="list-style-type: none"> • Greeter (direct visitors, assist with headcount, handing out of star maps) • Mending of telescopes • Ad-hoc activities
Additional competencies:
Interest in astronomy
Time commitment:
Friday night: 7.30pm – 10.30pm

Job title: Lab facilitator (Training required)*
Roles and Responsibilities:
<ul style="list-style-type: none"> • Attend training(s) for lab facilitator before you can sign up for this role • Assist the lab instructor when needed during the class • Assist in preparing relevant materials and clearing up after every session • Other duties mutually agreed upon by the volunteer and the staff
Assignments:
DNA Learning Lab
Additional competencies:
Relevant science lab experience (Biology background)
Time commitment:
Morning session: 8.30am-12.30pm Afternoon session: 2pm-5pm

Job title: Ad-hoc event helpers
Roles and Responsibilities:
<ul style="list-style-type: none"> • Assist in preparing relevant materials and clearing up after every session • Other duties mutually agreed upon by the volunteer and the staff
Assignments:
Ad-hoc events
Time commitment:
According to event timing

*total service and training hours will only be credited upon completion of the required commitment hours.

Science Centre Singapore Volunteer Code of Conduct

All volunteers agree to:

- Adhere to and complete the volunteer hours committed.
- Be present and punctual for the slots they have volunteered for.
- Responsibly use their volunteer time at the Centre to interact with visitors and gain as much as possible through these experiences.
- Observe good conduct, be in school uniform if a student volunteer (no PE attire); smart attire if an adult volunteer (no slippers/sandals, miniskirts and shorts).
- Appear tidy and professional at all times while on duty.
- Co-operate with the Centre's staff and accept feedback and supervision with a constructive attitude.

In addition, our volunteers should:

- Embrace Science Centre's core values
 - Passion
 - Innovation
 - Professionalism
 - Quality
- Have a customer-oriented mindset
- Offer good customer service to Science Centre's customers
 - Greet warmly
 - Initiate help readily
 - Smile cheerfully
 - Thank sincerely

Points to note for volunteers

- Science Centre has the right to remove volunteers from the programme if they do not adhere to the code of conduct.
- Volunteers will be liable for any willful damages caused to property of the Science Centre.

- Science Centre will not be held responsible for any loss of valuables during the period of volunteering service.

Declaration

I, _____ (IC number: _____), the undersigned, have read and understood the above Science Centre Volunteer Policy and Code of Conduct, and agree to abide by it in the course of my duty as a volunteer with Science Centre Singapore. I understand that I may be removed from the volunteer programme if I fail to abide by this Policy and Code of Conduct.

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Name of Volunteer Applicant Signature Date