

Strathmore

UNIVERSITY

Course: Bachelor of Business Information Technology

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ACKNOWLEDGEMENTS

I enjoy spending time with and learning from the members of St John's Ambulance. I would like to use this chance to thank Strathmore University for allowing me to volunteer and for letting me to select an organization to volunteer with. I would also like to thank John's Ambulance for giving my application consideration and allowing me to volunteer with them. They were extremely friendly, and I have learned a great deal of worthwhile information that I will never forget the remainder of my life. It was an amazing event that I will never forget. Special thanks to my host supervisor, who was always willing to help and helped me with everything that I needed in order to feel comfortable. He was able to explain everything to me and my school mates.

Chapter 1 Executive Summary

The organization I did my SBL under was St Johns Ambulance and Brigades. St. John is a large-scale emergency response organization with expertise and equipment to be of help to the community. The St Johns HQ is located off Parliament Road, this is the main center of the organization in Kenya where the training of new first-aiders may be held as well as station for officials that manage the organization at the regional level. The Organization came into being in Kenya at the initiative of the then Police Commissioner Sir Cavendish, who doubled up as the first St John Commissioner in the country in 1923. The organization then operated as unit of the Kenya Police until 1928 when it became a civilian organization recognized as part of the global network of the Order of St John. St John Ambulance was then recognized formally as the first ambulance unit was introduced in 1939. The charity started becoming a household name, giving first aid treatments and training communities how to care for simple injuries and illnesses. I chose this organization due to its missions which are Promoting Emergency Preparedness, Volunteerism and Community Healthcare as well as its vision which is saving lives and serving humanity.

It also has core values that I would aspire to emulate which include:

- Sacrificing for wellbeing of others
- Share lifesaving skills
- Serve professionally
- Maintain ethics and integrity
- Respect the law and authorities
- Innovate to meet ever-changing needs

The tasks I was doing was working in close collaboration with the Organization, to provide volunteering in MOI AVENUE PRIMARY where we assisted with work at the organization, the main tasks I performed at the institution included stepping in for teachers and teaching students on subjects such as performing arts, visual arts and physical education. We also assisted to serialize, stamp and cover new books that had been brought in for use by the students

I got to get the role in working with the institution by joining the St. John Ambulance club in Strathmore. We were then put through 3 days of vigorous first aid training which ended with us being tested theoretically and practically, it taught us how to act in situations so that we may be able to provide first aid treatment to victims that required it as well as keep a level head through such a situation

The terms of work that were agreed upon during the SBL training meant that we had to do 8 hours in shifts, though for those of us who were teaching, we were required to avail ourselves on more days than usual so that we can help out the staff, since we were doing this in cohorts.

1.1 Objectives of the Attachment

The main goal of this attachment was to help us learn by doing real work and helping the community. Through this Service-Based Learning (SBL) program, I was able to:

- Use what I have learned in class in a real-life situation.
- Work with others and improve my communication skills.
- Learn how to help people during emergencies through first aid.
- Understand the value of volunteering and giving back to the community.

1.2 Brief Description of the Institution

The organization I worked with is called St. John Ambulance. It is a well-known group that helps people during emergencies and teaches others how to give first aid. St. John started in Kenya in 1923 with the help of Sir Cavendish, who was the Police Commissioner at that time.

At first, the organization worked under the Kenya Police, but in 1928, it became a civilian organization. In 1939, it officially became the first ambulance service in Kenya. Since then, it has trained many people and helped communities with health care and first aid.

Their main office is located off Parliament Road in Nairobi. This is where they train new members and manage activities around the country.

1.2.2 Main Objective of the Organization

St. John Ambulance's main goal is to save lives and help people. The organization works hard to:

- Teach people about health and first aid.
- Prepare people for emergencies.
- Support the community, especially during disasters.
- Train volunteers to be able to help when needed.

They also follow strong values like being honest, helping others, following the law, and being creative in solving problems.

1.3 Strategy Used

As a member of the St. John Ambulance Club in Strathmore University, I joined this program through the school. We went through a 3-day training where we learned how to give first aid. After that, we did both theory and practical exams. I was placed at Moi Avenue Primary School, where my main duties included:

- Helping teach subjects like Performing Arts, Visual Arts, and Physical Education.
- Assisting teachers in class.
- Preparing new books for use by covering, stamping, and arranging them.

We worked in shifts of about 8 hours. Those of us who were teaching had to come in more often to make sure we gave enough support to the school.

1.4 Advantages of the Attachment

This experience helped me grow in many ways. Some of the things I gained include:

- Better teamwork and communication skills.
- Confidence in speaking and teaching children.
- Learning how to handle real-life situations and emergencies.
- Understanding how important it is to help the community.

1.5 General Overview of Challenges Encountered

Even though the experience was good, there were some challenges:

- Controlling the class and keeping the children focused was hard at times.
- It was tiring, especially when we had long teaching hours.
- There were not enough learning materials in some classes.
- It was also a bit hard balancing this work with school responsibilities.

Despite these, we managed to get through by helping each other and staying focused on our goals.

Chapter 2 Introduction to the Organization

2.1 History of the Institution

- The full name of the Organization is St. John Ambulance (Kenya) and under it I was dispatched to the primary school known as MOI AVENUE PRIMARY. The history of St. John as a company as continued from above is illustrated in the following paragraphs. This is a recount after 1963(independence)
- On 12th December 1964, during the country's independence celebrations, first-aid posts mounted by St John Ambulance treated more than 1,000 casualties who were injured in celebrations and excitements of a new Kenya.
- Since the traditions of St John is that the Head of State automatically becomes the Chief Patron upon acceptance, His Excellency President Jomo Kenyatta then became the first Kenyan Chief Patron of St John.
- The President was committed to supporting the operations of St John due to the charity's significant role in complementing government medical services and the armed forces in caring for the wounded and the ill.
- During this time, native Kenyans started taking positions previously held in the organization by the Britons who were leaving the country after independence.
- In 1965, President Jomo Kenyatta invested Sir Charles Markam as the Commander Brother, a rank which was very high in the organization at the time. This was followed by another colourful investiture for the then Chairman Mr. Rupert Mayne at State House Nairobi.
- On the 22nd day of March 1972, the date was ripe for investiture of President Jomo Kenyatta as a Knight of Grace of the Order of St John. This prestigious award by the Queen of England was to recognize his contribution to the charity activities of St John in Kenya.
- His Excellency President Daniel Arap Moi then took over as the President of the Republic of Kenya, and consequently Chief Patron of St John Kenya following the death of Mzee Jomo Kenyatta on 22nd August 1978.
- President Moi, being passionate about charity, injected a lot of vigour into the operations of St John. Occasionally, the President would preside over the annual council meetings, giving a personal donation, or writing donation appeal letters to parastatals to support St John.
- In 1979, the Attorney General Sir Charles Njonjo, who was a member of the St John Council at that time, introduced the St. John Ambulance of Kenya (Incorporation) Bill that was seconded by the then Minister for Health Hon James Osogo. The motion was initially moved by the then Vice-president and Finance Minister Mwai Kibaki. This bill was passed into a law, giving way for St John Ambulance to be established as a Corporation in the Republic of Kenya.

- A year after incorporation, when Pope first visited Kenya in 1980, more than 800 people fell ill and were treated by St John ambulance medics who were manning the 12 first aid posts at Uhuru Park.
- 1980s ushered in a new era of frequent terror attacks which overstretched the resources of St John Ambulance. This commenced with the Norfolk hotel attack in 1980, then the bombing of the US embassy in 1998 and Paradise hotel in 2002. In 2013, the militant group Al-Shabaab killed 67 people at Nairobi's Westgate Shopping Mall. There was also the April 2015 attack at Garissa University College, where gunmen killed 148 people and wounded several others. On 15 January 2019, four gunmen attacked the DusitD2 complex at 14 Riverside Drive junction, killing 21 people and injuring several others before they were contained by security forces. There have been numerous other lesser attacks.
- During this post 80s era, St John Ambulance were overstretched with frequent road accidents that typically claims about 3,000 lives annually. The organization has also been relied upon to help in occasional collapse of poorly-built structures, especially in urban areas.
- As the first case of HIV in Kenya was detected in 1984, becoming one of the major causes of illness in the country by the mid-1990s, St John Ambulance had to introduce home-based care program to reduce suffering of persons living with HIV.
- The pandemic which affected nearly 11 percent of the country's population has since been substantially contained by scaling up of viral suppression, male circumcision and awareness promotion among other interventions.
- In December 2013, the organization marked another great day in its history, by being elevated from an "Association" to be the ninth "Priory" in the world, and second in Africa after South Africa. This auspicious inauguration was presided by St John's Chief Patron former President, His Excellency Uhuru Kenyatta and Lord Prior Professor Anthony Mellows at All saints Cathedral Nairobi.
- Following this elevation, St John Kenya now sits in the Grand Council of the Order of St John, which ratifies all the programmes and policies of the St John worldwide.
- Today, St John Kenya continues to expand its programmes to keep up with the rising demand. Part of their ongoing initiatives include increasing access to maternal care in hard-to-reach villages through motorcycle ambulances, reduction of road deaths through Highway Emergency Rescue Centres stationed at key blackspots along major highways, as well as building resilience of vulnerable groups like prisons to cope with local emergencies through emergency preparedness training.
- This history can also be found on their site: [History – St John Ambulance Kenya \(stjohnkenya.org\)](https://stjohnkenya.org/history)
- One may also reach their email here: info@stjohnkenya.org

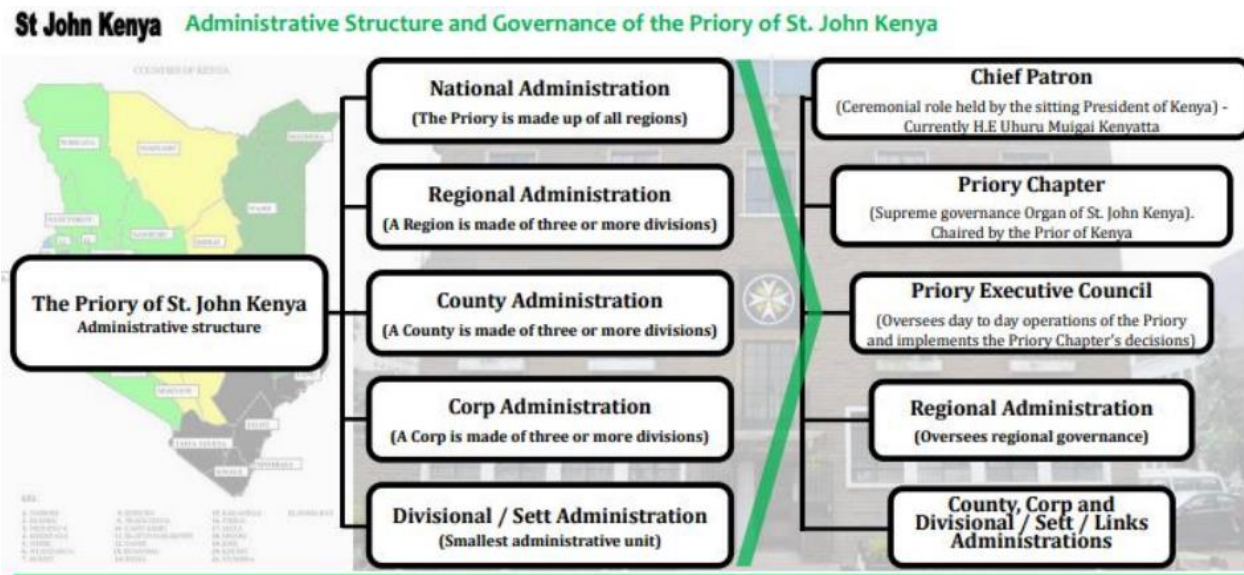
2.2 Organization Information

St John's Ambulance is A **non-profit** that is aimed at providing assistance during emergency situations. The organization specializes in the **healthcare sector** offering first-aid and medical aid to those who need it, from providing first-aid assistance to those in an accident scene to helping mothers deliver their children safely where facilities are inaccessible.

St John offers its services to accident survivors as well as marginalized and people in dire situations helping them to access reliable healthcare and even in some cases preserve their lives. It also takes on volunteers to train first aid. We are trained in a three day course after which we receive certificates to show our qualifications. It also has Employees who may be coordinators such as our host supervisor who was Mr. Moses Waithaka.

2.3 Organizational Chart

This is a diagram further describing the organizational structure:



Chapter 3 Description of Attachment Period

3.1 Workstation Description

At the St. John HQ, we were in the volunteering group who reported to the Regional Volunteer coordinator, we were tasked with helping at our station which was MOI avenue primary. We had an induction session a few days before the first aid session where the Regional volunteer coordinator, Mr. Moses Waithaka introduced himself and introduced us to what we were to do at the center, we were also Asked to introduced ourselves and after a while we were further divided into cohorts, We then were inducted at the St. john HQ where we were placed in a team working area, it was in this area that we were allocated tasks such as helping with data entry. Afterwards, we went over to MOI avenue primary, there our primary workstation was the staffroom and for some of us who chose to teach, we went to the classrooms, additionally we worked closely with the headmistress who allocated us tasks that we were meant to do that day.



3.2 Comparison of goals and expectations with actual experience

Before the start of the attachment, I had some goals and expectations of what I would experience. My general expectation was that I would be actively engaged in providing first aid and dealing with emergency cases. I also expected to gain practical exposure in the medical or healthcare

field since St. John Ambulance is highly known for its first aid activities and emergency response procedures.

I also anticipated the attachment to be physically demanding but rewarding, and that I would be working primarily with trained health professionals or experienced volunteers. I wanted to broaden my first aid knowledge, learn how to stay calm in emergency situations, and also enhance my leadership and teamwork abilities through teamwork.

But when I actually started the experience, I found out that the activity was slightly different from my expectation. Although the three-day training before attachment provided us with the basic information of first aid, the school daily routine during the Service-Based Learning (SBL) program spent more time on volunteering in school activities. I was stationed at Moi Avenue Primary School, and I assisted in teaching lessons such as Performing Arts, Visual Arts, and Physical Education. We also supported the school by coordinating learning materials such as covering and stamping new books.

Though I did not get to take part in emergency medical services as I had desired, I still felt that the experience was valuable and worthwhile. Teaching young children was able to teach me to grow in patience, communication, and leadership. It also taught me responsibility and how to communicate with people of different cultures. It also taught me the importance of flexibility — being willing to do work that is perhaps different from what I originally planned for but could still be as effective.

In the end, my experience did not precisely go as I had hoped, but still achieved most of my goals in a different way. I was more confident, worked with other individuals in a group, and could serve the community in a school setting. I also learned that volunteering is not always about completing one single task, but being willing to help however you can whenever you are asked.

This experience taught me that at times, the unplanned tasks can teach us the most valuable lessons in life.

Chapter 4 Impact of the Internship

4.1 Social Conditions

- The work atmosphere encouraged teamwork and coordination as we were put into cohorts and we went to MOI avenue primary to assist as a team, we would work together to accomplish tasks such as covering, serializing and stamping books, we also helped to teach the students that were present. I personally got mentored in leadership as I was assisted, and taught how to handle the classes in MOI avenue primary. How the timetable schedule worked and how to handle the students was also another area of learning for me.
- The Work climate at MOI avenue primary was such that there was a strong emphasis of teamwork which enabled us to collaborate closely in order to achieve shared tasks. The organization we had in our cohorts also enabled us to operate at our level best giving adequate results. There was also good communication between us and our coordinator, Mr. Waithaka, which enabled us to share our opinions, such as on how to sort the data that we were sorting on the first day, moreover, there were ample opportunities for us to take up leadership in our cohorts which had us facilitate communications.

4.2 Evaluation of the work tasks and work performance

- I found the tasks to be challenging, yet engaging. The teaching especially was challenging to me at first but it helped me to acquire useful skills. I personally found my work performance to be satisfactory, from my point of view, but I am aware of the improvements that I have to go, especially in the teaching area, sometimes I would struggle to calm down a loud classroom, that is one of the areas that I can see that I need improvements
- Some of the other tasks included assistance in covering and serializing books as well as stamping the books, to this I gave it the level best I could, specifically in covering books which was a bit newer to me.

4.3 Implication for future study and career planning

The SBL implication on my future study was that I will consider extending my education as I learned that there are more things to learn, it also taught me that apart from the education at the university, there are other very important things such as leadership, teamwork and organization skills that I should take into account. They assisted us to function as a cohort

4.4 Comparison of goals and expectations with actual experience

- i. **Communication skills** – I was able to improve my communication skills by teaching 8E and 8W, the teaching of the students helped me to learn how to better explain myself as I had to do so in front of some students.
- ii. **Leadership skills** – I improved on them when I was put in-charge of a team at MOI avenue primary, we covered some books and I had to help co-ordinate the book covering efforts, I was also given the task of managing communications between our cohort and the coordinator
- iii. **Teamwork skills** – I improved my teamwork skills by working hand in hand with my team mates in a cohort, we did tasks such as book covering, teaching of classes, book serialization among others, working together and planning/ coordinating of tasks allowed us to better do the things we had been given
- iv. **Coordination skills** – I was able to better my coordination skills, due to being put in a team, not to mention being the link of communication between my cohort and the coordinator, which allowed us to better plan the decisions
- v. **Teaching skills** – I was able to learn how to effectively teach the students and interact with students in the right manner

Chapter 5 Recommendation and Conclusion

5.1 Conclusion

5.1.1 Key Summary

- This internship summary details my experience working with St. John Ambulance Kenya, a prominent non-profit organization dedicated to emergency response and healthcare services. Established in 1923, St. John Ambulance Kenya boasts a rich history, evolving from a small unit within the Kenya Police to a leading provider of first-aid training, ambulance services, and community healthcare initiatives.
- The internship offered a unique chance to collaborate with St. John volunteers at Moi Avenue Primary School. Here, interns played a multifaceted role, assisting teachers in various capacities. This included tasks like providing support in the classroom, organizing and covering newly arrived books, and offering general help to the school staff.
- The internship fostered a strong emphasis on teamwork and collaboration. Interns were divided into cohorts and reported to a designated regional volunteer coordinator. Working together as a team allowed interns to effectively accomplish assigned tasks, share knowledge, and learn from each other's experiences. This collaborative environment fostered open communication between interns and the coordinator, Mr. Waithaka, enabling them to share ideas and perspectives, such as the most efficient methods for sorting data on the first day. Additionally, opportunities arose for interns to take initiative within their cohorts, facilitating communication and fostering leadership skills.
- The internship proved to be a valuable learning experience, equipping interns with practical skills across various domains. These included communication, leadership, teamwork, and coordination. For example, teaching students honed communication skills as interns learned to explain concepts clearly and effectively to a young audience. Furthermore, classroom management skills became essential for maintaining order and a conducive learning environment. The internship also provided opportunities to develop leadership abilities. Interns coordinated tasks within their cohorts, delegating responsibilities and ensuring effective teamwork.
- One of the most significant takeaways was the realization of the challenges and rewards associated with teaching. While initially demanding, the experience proved to be highly engaging and contributed significantly to developing valuable skills. Interns also found covering and organizing new books to be a rewarding task, especially for those unfamiliar with the process.

- The internship not only enhanced practical skills but also impacted future academic and career aspirations. The experience highlighted the value of continuous learning beyond the university setting. Interns recognized the importance of developing leadership, teamwork, and organizational skills alongside formal education. These skills proved crucial in functioning effectively within their cohorts and would be invaluable assets in future academic and professional pursuits.
- The internship with St. John Ambulance Kenya provided a unique opportunity to give back to the community while simultaneously developing valuable professional skills. The experience fostered a sense of teamwork, collaboration, and personal growth, leaving a lasting impact on the interns' professional development aspirations.



5.1.2 General Observations

The St. John Ambulance internship fostered a dynamic learning environment that emphasized teamwork and collaboration. We were placed in cohorts, which became our support system throughout the internship. Working together as a team at Moi Avenue Primary, we tackled a variety of tasks, from the practical, like covering, serializing, and stamping new books for the school, to the more interactive, like assisting teachers in the classroom.

These classroom experiences proved to be particularly valuable. Under the guidance of the teachers, I received a crash course in classroom management. Learning how to handle a classroom, navigate the intricacies of the school timetable, and effectively engage with students were all new skills I actively developed. While initially challenging, particularly when faced with a rowdy class, these experiences were ultimately rewarding as they allowed me to hone my leadership skills and communication abilities.

The internship wasn't all about classroom dynamics. The opportunity to assist with tasks like book covering and serialization, though initially unfamiliar territory for me, proved equally engaging. Approaching each task with dedication and a thirst for knowledge allowed me to learn a new set of practical skills that broadened my overall experience.

The strong sense of teamwork wasn't limited to our cohorts. Open communication flowed freely between us and our coordinator, Mr. Waithaka. This collaborative atmosphere allowed us to share ideas and opinions, such as the most efficient way to sort data on the first day. Moreover, opportunities arose for interns to take on leadership roles within their cohorts, facilitating communication and fostering a sense of shared responsibility for completing tasks.

Overall, the internship provided a well-rounded experience that went beyond simply assisting at Moi Avenue Primary. It allowed me to develop valuable teamwork and communication skills, gain practical experience in areas like classroom management, and discover a personal aptitude for leadership. The challenges I faced, while initially daunting, ultimately proved to be valuable stepping stones in my personal and professional development.



References

- St Johns history: [History – St John Ambulance Kenya \(stjohnkenya a.org\)](https://www.stjohnkenya.org/history)
- St Johns Core values: [Mission and Vision – St John Ambulance Kenya \(stjohnkenya.org\)](https://www.stjohnkenya.org/mission-vision)
- St Johns Org chart: <https://www.stjohnkenya.org/>

Weekly Logs

Week 1

DATE	OBJECTIVES	TASKS ACHIEVED	LESSONS LEARNT	TOTAL HOURS
27/01/2025	Attending a First Aid Class	Learned basic first aid	The essential aims of First Aid are to preserve life and prevent deterioration	8
28/01/2025	Attending St. John ambulance training program	Learned how to do CPR on an adult, a child, and an infant	The standard ratio for CPR is 30 chest compressions to 2 rescue breaths	8
29/01/2025	Attending St. John ambulance training program	Learned how to administer first aid to a person with a fractured bone	Immobilizing the injured area is essential to prevent further damage when dealing with a fractured bone	8
30/02/2025	Sat a practical exam by St. John Ambulance	Completed the theory exam successfully	Time management and prioritization during the exam	8
31/02/2025	Sat a practical exam by St. John Ambulance	Completed the practical exam successfully and got a passing grade	Applying theoretical knowledge to real-life situations	8

Supervisor:

Signature:

Stamp

Week 2

DATE	OBJECTIVES	TASKS ACHIEVED	LESSONS LEARNT	TOTAL HOURS
3/02/2025	Familiarize with Host supervisor and members	Washed and tidied up the computer lab and classes	Problem solving techniques and co-ordination skills	8
4/02/2025	Orientation wit Moi Avenue Staff and students	Tidy up classroom and the boardroom	Enhanced my confidence in socializing with employees	8
5/01/2025	Socializing with pupils at Moi avenue Primary	Assisted the pupils with hard and impossible questions	Understood how to manage difficult situations and inquire for help if required	8
6/02/2025	Helped the school teachers	Graded and recorded pupil's assignments and notes	Gained good assessment skills and enhanced my communication	8
7/02/2025	Cleaning the school	Washed the computer lab and classes	Cleanliness and organization	8

Supervisor:

Signature:

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Week 3

DATE	OBJECTIVES	TASKS ACHIEVED	LESSONS LEARNT	TOTAL HOURS
10/02/2025	Socialized and engaged with the Moi Avenue Primary pupils.	Cleaned classes and the boardroom.	Improved discussion skills and assertiveness	8
11/02/2025	Provide additional support to teachers and staff in their tasks	Graded notes and marked assignments.	Developed a sense of gratitude and refined communication	8
12/02/2025	Assist students in resolving complex issues.	Graded assignments and guided students through their errors.	Humility and problem solving	8
13/02/2025	Support pupils in specific subjects.	Guided students while doing their equations and notes writing.	Learnt how to be more hardworking and working with others	8
14/02/2025	Making sure the school compound is tidy	Picked up dirt and plastics from the football pitch	Organization skills and focusing on tasks	8

Supervisor:

Signature:

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Week 4

DATE	OBJECTIVES	TASKS ACHIEVED	LESSONS LEARNT	TOTAL HOURS
17/02/2025	Cleared the school football pitch	Cleaned and washed the pathways within the school and picked trash from the pitch	I was able to improve my mopping technique and organization.	8
18/02/2025	Teaching students how to prepare for exams and answer questions	Helped in guiding on how to answer specific difficult questions	I learnt how to focus and teach slow learners	8
19/02/2025	Come up with a marking scheme and marked student papers	Come up with a marking scheme and marked student papers	Improved on my general knowledge	8
20/02/2025	Come up with a marking scheme and marked student papers	Helped teachers in marking answer sheets	Enhanced my general knowledge	8
21/02/2025	Come up with a marking scheme and marked student papers	Helped teachers in marking answer sheets	I was able to gain knowledge	8

Supervisor:

Signature:

Stamp

Week 5

DATE	OBJECTIVES	TASKS ACHIEVED	LESSONS LEARNT	TOTAL HOURS
24/02/2025	Ensuring compound is clean	Ensured there is no trash in the compound	Able to organize and direct myself	8
25/02/2025	Ensuring Compound is tidy	Checking behind classes and pathways if everywhere is clean	Cleanliness and organization skills	8
26/02/2025	Teaching in class	I was able to teach in a class for a few hours	Acquired socializing skills	8
27/02/2025	Painted blackboards	I was able to paint the school blackboards	Creativity skills	8
28/02/2025	Teaching in class	Taught in class for a few hours	Applying learnt knowledge knowledge to real-life situations	8

Supervisor:

Signature:

Stamp

Week 6

DATE	OBJECTIVES	TASKS ACHIEVED	LESSONS LEARNT	TOTAL HOURS
03/03/2025	First Aid Classes	Learned basic first aid	Main areas in First Aid that are critical	8
04/03/2025	Participated in SJA training First Aid program	Learned how to deal with an open fracture	How it should be covered and taken care of	8
05/03/2025	First Aid Classes Lessons	Learned how to perform first aid on a choking infant	How infants are handled during first aid	8
06/03/2025	Had a practical exam	Did an exam to check on all I had learnt	Time management and Studying skills	8
07/03/2025	Had a practical exam	Did an exam to check on all I had learnt and completed my assessment	Able to apply lessons learnt during FA lessons to real life.	8

Supervisor:

Signature:

Stamp

