



**University of
Nottingham**

UK | CHINA | MALAYSIA

Final Report for MPU Community Service Project:

Learning Trip to Pottery Making Centre and De-clutter Activity for Home for The Angels
Care Centre (HFTACC)

From:

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To:

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Date of Submission:

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TABLE OF CONTENT	PAGE NO
1) ACKNOWLEDGEMENT	3
2) GROUP PHOTO	4
3) INTRODUCTION	5
4) PROCESS OF COMMUNITY SERVICE PROJECT	6
4.1) PLANNING	6
4.2) PREPARATION	6
4.3) IMPLEMENTATION	7
4.4) POST-MORTEM MEETING FOR EVALUATION	7
4.5) TIMETABLE	8
5) FINAL ACCOUNTS	12
5.1) COMPATISION OF ACTUAL vs. BUDGET	12
5.2) INCOME AND EXPENDITURE STATEMENT	13
6) CHALLENGES FACED & SOLUTION	14
7) LEARNING OUTCOMES	15
8) FEEDBACK	17
5.1) POSITIVE FEEDBACK	17
5.2) NEGATIVE FEEDBACK	17
9) SUGGESTIONS FOR IMPROVEMENT	18
10) CONCLUSION	19
11) ATTACHMENT	20
11.1) STUDENT TRACKING SHEET	20
11.2) REFLECTIVE JOURNAL	25
12) REFERENCES	27

1. ACKNOWLEDGMENT

First and foremost, I would like to convey my warmest thanks to my dearest committee members for their endless support and encouragement: Jessica Wong Hoi Kei, my secretary; Mavis Wong Weng Cheng, my treasurer; Michelle Lee Wei San, my technical lead; and Beatrice Ho Yin Sum, my publicity lead. I offer my sincere appreciation for the learning opportunities provided by my committee.

I would also like to acknowledge my university, University of Nottingham Malaysia Campus who made this project feasible. I extend my sincere gratitude to my lecturer, Ms Yap Ming Chek. Her guidance and advice have sustained me and my committee members throughout the project's duration.

Not to forget our community service partner, Home for The Angels Care Centre (HFTACC) for giving the chance to collaborate with and assist us in all aspects to achieve desired goals.

Finally, I would like to express my special thanks to my family members and friends who have helped and accompanied me through hard times.

2. GROUP PHOTO



Names:

L-R (Michelle Lee Wei San, Kelly Tan Kai Ling, Beatrice Ho Yin Sum, Jessica Wong Hoi Kei, Mavis Wong Weng Cheng)

3. INTRODUCTION

The purpose of this Final Report is to provide an overview of the organization and execution of 2 community service activities in collaboration with our community service partner, Home for The Angel Care Centre (HFTACC). Firstly, we have carried out a learning trip to pottery making centre which is 22 Craft Studio. With this learning trip, the children not only learned the process of making pottery, but also have got a chance to design and create their own pottery. In addition, we have also organized a pottery making competition in order to create an interactive bonding session with them. Secondly, we have also taken the initiative by improving the environment through de-cluttering activity in HFTACC. We had de-cluttered the washrooms, classrooms, garden, backyard, kitchen and the main hall. With that, the children can live comfortably and study in a conducive environment.

4. PROCESS OF COMMUNITY SERVICE PROJECT

4.1 PLANNING

In the planning stage, the leader, Kelly was responsible to form a committee for the project. We had chosen Home for The Angels Care Centre as our Community Service Project Partner as it is rather near to our university which can ease us in transportation. They also require publicity for more donations and volunteers to maintain normal operation to help those in need. In addition, it also provides Confucius teaching which follows the temple's rites and etiquette and advocate vegetarian. (HFTACC, n.d.).

For our first activity, which is learning trip to pottery making centre, we had convened a meeting after establishing a community to figure out our project's goal along with a few objectives. Throughout the meeting, we had developed some interactive ideas and activities that suits the project. As an example, for trip to pottery making centre, we had organized a pottery making competition that can excites the students. In order to assess the site's safety and identify any potential risks associated with the trip, Michele and Kelly had also visited the pottery making centre. After determining the budget and possible risk management, our secretary, Jessica, had created proposal document which is used to contact and negotiate with our CSP partner, HFTACC. Lastly, we did the final check-up and decide on the program flow for both project activity before the activity preparation.

For the decluttering activity, the committee members had a sync-up to discuss about the objectives and plan for our second activity. During the discussion, we had decided to add-on necessary items like baskets, racks, containers, trash bin, kitchenware etc. to improve the home's environment. Michelle and Kelly had also conducted site inspection at HFTACC to ease out the planning process. Based on the site inspection, we had identified places to declutter and required items to add-on. We had also determined the budget and possible risk based on items to buy and site inspection. Then, Jessica, had made proposal to the university and CSP partner, HFTACC for approval. Lastly, we did the final check-up and decide on the program flow for both project activity before proceeding to preparation phase.

4.2 PREPARATION

During preparation, our publicity lead, Beatrice, had created social media business accounts which are Instagram and Facebook as a platform to share information and project content to the public. The social media account is also used to publicize our CSP partner, HFTACC, so that they can get more recognition and help from the public. For the learning trip to pottery making centre, Michelle and Mavis were in charge of pottery learning session scheduling and transportation booking with respective site. We had also bought meals for breakfast and lunch as well as materials required like certs based on the budget allocation as discussed in the planning stage. Before the implementation of project, we had finalized the activity timeline and decided the job allocation among committee during the implementation day to ensure that everything went as planned on the implementation day.

The same social media account was used for our second activity, de-cluttering the home. For this activity, Michelle and Mavis were responsible for meals and material purchasing such as baskets, racks, containers, trash bin, kitchenware etc. To make sure that everything went according to plan on the implementation day, Kelly had confirmed the datetime and programme flow with HFTACC and specified how every committee would be assigned tasks.

4.3 IMPLEMENTATION

At the implementation phase, all committee members brought along meals and materials needed for the trip to pottery centre. Every student, teacher in charge and committee members gathered at the front door and taken attendance before leaving to the pottery making centre. At arrival, rules and program flow of the day are conveyed to students and teachers. The first activity is learning tour followed by pottery making demonstration guided by staffs from the pottery making centre. After the demonstration, pottery making workshop is conducted where students designed and created their own pottery. The pottery made during the workshop are presented by students in the pottery competition, which then is evaluated for winners. During the winner announcement, Beatrice, the MC for the competition gave out prizes and certs to students as well as souvenirs to the staff members in pottery making centre. Before ending the day trip, group photo session with staff members in pottery making centre is taken as memorial.

At the implementation phase, every committee member brought along the materials needed to HFTACC and prepared to de-clutter the site. We had split into groups as discussed in the planning phase to de-clutter different areas at site. Kelly and Michelle are responsible for de-cluttering all the washrooms in HFTACC.

4.4 POST-MORTEM MEETING FOR EVALUATION

After the project implementation, the committee had post event discussion to evaluate our performance for both activities. In this post-mortem meeting, every member wrote self-reflection report and gave honest review to every member. We had also reflected on our activities and came up with better solutions to challenges present if we encountered the same problem next time. For example, how to maximize the usage of our budget and ways to publicize the project more efficiently. Lastly, Jessica was in charge of writing the project report and all committees received certificates of gratitude for their work on the event.

4.5 TIMETABLE

TIME PLAN FOR LEARNING TRIP TO POTTERY MAKING CENTRE

No	Task/ Description	PIC	June 2022													
			4	5	6	7	8	9	10	11	12	13	14	15	16	17
A	Planning Stage															
1.	To form a committee for the trip	Kelly	x													
2.	Develop interactive ideas or activities	Kelly & Beatrice	x	x												
3.	Do site inspection at the pottery making centre	Michelle & Kelly			x											
4.	Develop proposal document	Jessica			x	x	x									
5.	Contact and negotiate with CSP partners (HFTA)	Kelly					x									
6.	Final check-up	Jessica					x	x								
B	Preparation Stage															
7.	Create social media accounts	Beatrice							x							
8.	Session booking with Pottery Making Centre (including bus booking)	Michelle & Mavis							x	x						
9.	Finalize program flow (activity timeline)	Michelle									x	x				
10.	Decide job allocation among committee during the trip	Kelly									x	x				
11.	Buy meals (breakfast, lunch, snacks)	Michelle & Mavis												x		
12.	Prepare prizes, certs etc for pottery competition	Beatrice												x		
C	Implementation															
13.	Trip to pottery centre	All committee													x	
14.	Implement pottery competition	Beatrice													x	
15.	Evaluate winners for pottery competition	Beatrice													x	
16.	Photo session on/during/after the trip	Beatrice													x	
17.	Post photos on social media	Beatrice													x	x
D	Post Event															

TIME PLAN FOR DE-CLUTTERING THE HOME

No	Task/ Description	PIC	June 2022													
			17	18	19	20	21	22	23	24	25	26	27	28	29	30
A	Planning Stage															
1.	To form a committee for the activity	Kelly	x													
2.	Develop interactive ideas or activities	Kelly & Beatrice	x	x												
3.	Do site inspection at the HFTA	Michelle & Kelly			x											
4.	Develop proposal document	Jessica			x	x										
5.	Contact and negotiate with CSP partners (HFTA)	Kelly					x									
6.	Final check-up	Jessica					x	x								
B	Preparation Stage															
7.	Finalize program flow (activity timeline)	Michelle							x	x						
8.	Decide job allocation among committee during the de-cluttering activity	Kelly								x	x					
9.	Buy materials required (baskets, gloves, brushes etc.)	Michelle & Mavis										x				
10.	Buy F&B	Michelle & Mavis											x			
C	Implementation															
11.	Start de-cluttering spaces assigned	All committee												x		
12.	Photo session on/during/after the activity	Beatrice												x		
13.	Post photos on social media	Beatrice													x	x
D	Post Event															
14.	Post Mortem Meeting after the trip	All committee														x

Time table for event day

Program Flow for Event Date

<i>Time</i>	<i>Program</i>	<i>Details</i>	<i>Committee</i>	<i>Remark</i>
8:30	Preparation	Every committee member reached the site and set up tools etc to prepare to de-clutter the site.	All committee	
9:00 – 12:30	De-clutter washrooms	Clean and tidy up all washrooms in HFTACC. Recycle unnecessary items. Add necessary items like baskets, trash bin, containers, tissues etc. (Harper, 2022)	Kelly & Michelle	
9:00 – 12:30	De-clutter classrooms	Clean and tidy up all classrooms in HFTACC. Recycle unnecessary items. Add necessary items like racks, books, etc. (Sarah, 2019)	Beatrice, Mavis & Jessica	
12:30 – 1:30	Lunch	Lunch in HFTACC.	Mavis & Michelle	
1:45 – 4:45	De-clutter garden and backyard	Clean and tidy up all garden in HFTACC. Recycle unnecessary items. Add necessary items like pots, chairs,	Kelly & Jessica	
1:45 – 4:45	De-clutter kitchen	Clean and tidy up all kitchen in HFTACC. Recycle unnecessary items. Add necessary items like baskets, racks, kitchenware etc.	Beatrice, Michelle & Mavis	
4:45– 6:45	De-clutter the main hall.	Clean and tidy up all kitchen in HFTACC. Recycle unnecessary items. Add necessary items like racks, chairs etc. (Sarah, 2019)	All committee members	
6:45– 7:15	Pack up	Pack up all tools left on the site.	All committee members	
7:20 – 7:30	Photo taking session	Group photo session with HFTACC teachers.	Beatrice	
7:30	Leave	Leave HFTACC.	All committee members	

5. FINAL ACCOUNTS

5.1 COMPARISION OF ACTUAL vs. BUDGET

No	ITEM	BUDGET TOTAL AMOUNT	ACTUAL TOTAL AMOUNT
		MYR	MYR
A.	Total Income		
1	Funding from University	RM 3,000.00	RM 3,000.00
	Total Projected Income -A	RM 3,000.00	RM 3,000.00
B.	Total Expenses		
	<u>Interaction/Bonding Activity -Day Trip</u>		
1	Transportation Claims	RM 50.00	RM 70.00
	Total km- 68 km for 1 day for 1 car		
	Mileage claim- RM 0.70 /km		
	Toll- RM 2.40		
2	Workshop booking- RM50.00 /pax (22CraftStudio, n.d.)	RM 1000.00	RM 1000.00
3	Purchase materials	RM 10.00	RM 10.00
	Total certs cost RM0.50 /pc x 20 quantity		
4	F&B for students, teachers & committee (for breakfast and lunch)	RM 200.00	RM 250.00
5	Prizes for winners in pottery making competition	RM 30.00	RM 40.00
6	Souvenirs for staff members in the pottery making centre	RM 50.00	RM 60.00
	<u>Community Service Activity</u>		
7	Purchase materials		
	Total basket cost RM50 /pc x 10 quantity	RM 500.00	RM 500.00
	Total rack cost RM100 /pc x 5 quantity	RM 500.00	RM 500.00
	Total flower pot cost RM15 /pc x 5 quantity	RM 75.00	RM 75.00
	Total trash bin cost RM20 /pc x 5 quantity	RM 100.00	RM 100.00
	Total chair cost RM 15 /pc x 10 quantity	RM 150.00	RM 150.00
	Other misc cost	RM 100.00	RM 130.00
8	F&B for committee (for breakfast and lunch)	RM 30.00	RM 50.00
	Total Projected Expenses- B	RM 2,795.00	RM 2,915.00
C	BALANCE (A - B)-Surplus/ Deficit	RM 205.00	RM 85.00

5.2 INCOME AND EXPENDITURE STATEMENT

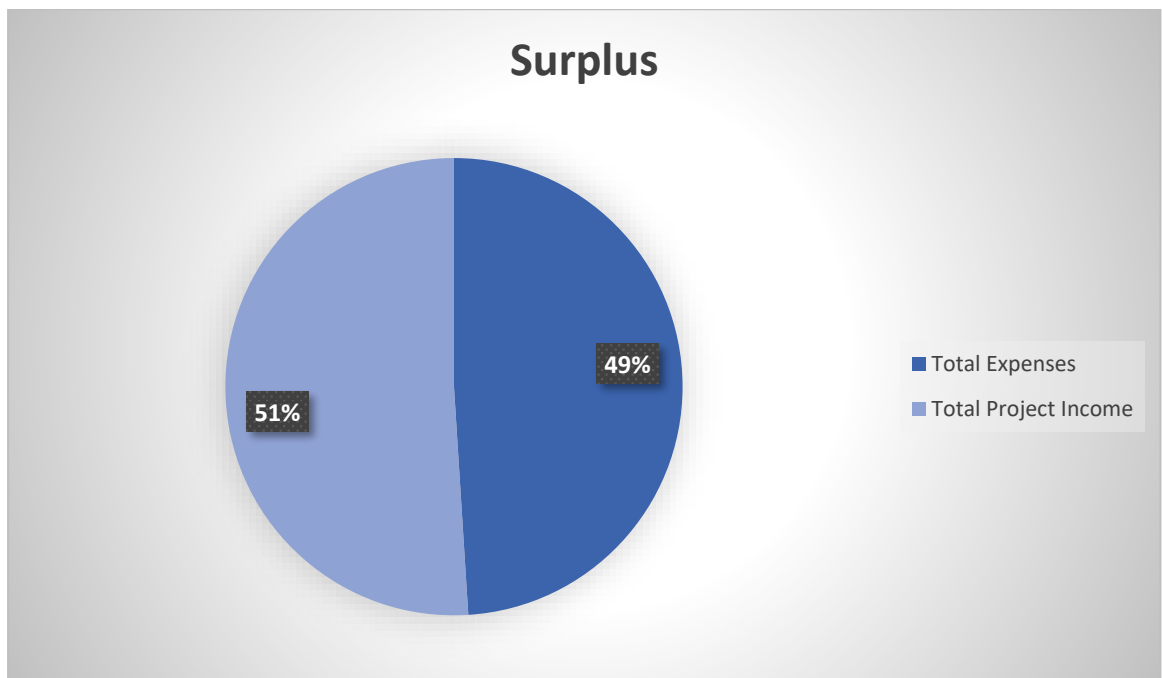


Diagram 1- Pie chart on the surplus of project

Based on the pie chart in Diagram 1, the total expenses of project take up 49% while the total project income is 51%. Thus, there is a total profit of 1%.

6. CHALLENGES FACED & SOLUTIONS

When it comes to community service project, we were not very fond of it at first as we did not have much experience of volunteering activities. Hence, during our first meeting, we struggled to list out the goal and objectives of this project. In the early phase of the project, we managed to figure out our very first project theme along with a few objectives. However, we did not examine attentively whether the objectives were relevant or logical, thus wasting a lot of time working on writing report. Luckily, we reached out for help from our lecturer, Ms. Yap. By doing so, we had done several research to ensure that our objectives were related to the project and practicable.

During the forming stage of the project, we were not confident in our teamwork as we were strangers to each other. In addition to poor English communication skills, this restricted us from expressing our own ideas which created an awkward situation among the team members. As time went by, we managed to gain confidence by constantly supporting each other which developed a sense of belonging and strengthen our relationships. In a nutshell, we had learned that a good team relies heavily on team confidence. In fact, a team with low self-esteem will impact the team's performance thus leading to obstacles.

One of the challenges is miscommunications with our CSP partners. For example, during the trip to pottery learning centre, we had informed the CSP partners that the bus will reach around 9:00 a.m. However, the person-in-charge in HFTACC misunderstood that the preparation time to gather is 9:00 a.m. instead of 8:30 a.m., which conflicts with the program time table for event day. This resulted us in reaching late to the pottery making centre. Solution-wise, we should send the program time table to person-in-charge in HFTACC instead of informing them verbally. This could make sure that everyone involved in this activity had received the same latest information without any ambiguity.

As the learning trip to pottery making centre activity is conducted during the pandemic, we had received complaints from the staff from pottery making centre that some students did not follow SOP during the trip. Concerning with this problem, we had reflected to the HFTACC to spread awareness among the children to reduce the risk of contracting Covid-19. We should also had provided proper SOP guidelines to the children before the trip and constantly monitor the children to ensure that they follow the rules.

In view of budget, we spent more than expected in our first activity which is the trip to pottery making centre. This resulted us to spent lesser in our second activity where we had no choice but to cut the budget spent on material purchasing. Solution-wise, we should do budget planning for both activities more wisely by reviewing the actual price instead of the estimated rough price when planning for budget.

Furthermore, when de-cluttering the home, we faced issues with installing racks due to insufficient understandings and hands-on experience on this. We even installed the rack at wrong place which make things worse. To overcome this problem, we should have created draw plan of the home during site inspection and update the information to all committee members as well as learning the furniture installing methods to save more time.

7. LEARNING OUTCOMES

We had acquired new skills throughout the project planning stage. Primarily, we shared our ideas and opinions between committee members, lecturers and CSP partners in English. Therefore, our English communication skills improved vastly through the usage of both verbal and non-verbal communication such as having formal meetings on Teams and sending formal messages through WhatsApp. Likewise, presentation skills had also helped to improve our tone of voice and correct gestures as well as body language while communicating.

Furthermore, we acquired skills such as interpersonal skills which included relationship management skills and collaboration skills. Although this was the first time we worked together, we were able to develop and nurture relationships between each other. In addition, we also generated ideas together in which each member provided their thoughts on the ideas and brainstormed together when dealing with difficulties. The tasks were divided in a way that leverages each committee members' greatest strength. Hence, we collaborated well with each other to induce a satisfactory project outcome.

Other than that, this project planning also improved our time management skills. We made use of time-tables to plan our project timeline. It allowed us to determine the project milestones, indicating when the tasks needed to be accomplished, who was responsible for each task and what tasks were dependent on others. We also set up deadlines to overcome procrastination as well as prioritized our own task upon other duties. This ensured all the members to complete their tasks within a specific period and prevented us from missing the submission deadline.

On the budget aspect, this project taught us how to develop budget management skills. Through this project planning process, we realised that we must consider both incomes and expenses to create a viable budget. We also learned to control our budget by making sure all the expenses were necessary and balanced with the incomes. We also learned to deal with emergencies by applying cash buffer in the project.

Notwithstanding that developing or improving skills alone were not sufficient. The ability to apply the skills learned in the future was more essential. For instance, communication skills could help to raise our confidence level tremendously. Aside from being able to communicate confidently with others in English language, which was not our mother tongue, it also enabled us to convey information accurately to other people and understand what was said to us. This would help us to step out of our comfort zones. By that mean, good communication skills could also foster relationship and collaboration between committee members which can prevent any miscommunications. To sum up, the capability to demonstrate good communication skills was a fundamental life skill which was very beneficial particularly when applying jobs in the future.

Leadership skills could benefit us in every aspect of life especially in our respective future careers. It could help us to identify our personal strength or weakness which gave us a better understanding of ourselves. This skill would be advantageous when it comes to searching a suitable job based on our own strength. In addition, a good leader would also possess strategic thinking skills as well as critical thinking skills to make logical decisions on complex problems and plan for the future. By that mean, these skills can be applied to

keep ourselves organized and also managing conflicts no matter in our life or at workplace.

Last but not least, throughout the volunteering experience in this project, we have developed moral values such as empathy and caring towards those in needs. The project is a platform that foster a sense of belonging and togetherness among individuals within the community who are in vicinity. Hence, we hope that by spreading awareness through this project will encourage Malaysians to contribute their energy and skills to the community and country. We are also excited to share our happiness to the children by providing them a unique and unforgettable experience as well as providing them a conducive environment suitable to live and study.

8. FEEDBACK

8.1 POSITIVE FEEDBACK

One of the positive feedback we had received throughout the project is regarding our creativity in project planning. Our lecturer had complimented us on our initiative to develop 21st century skills for students as most children nowadays are more focused on academics rather than the importance of honing important soft skills. We had also included pottery making competition in the trip. This competition had greatly excited children's desire to win the prizes. Thus, the students paid more attention during the workshop to design and create their best pottery.

Secondly, in terms of publicity, our project social media accounts had been a success as we had received massive recognition in the public. In fact, our CSP partner had thanked us for our effort.

8.2 NEGATIVE FEEDBACK

As for the negative feedback, the HFTACC members complained about the lack of communication between committee members during the execution of events. This problem arises conflicts between HFTACC and committee members on the leaving time for trip to pottery making centre. As a result, the students and teachers had to rush when leaving the bus as we had arrived late at the site.

Besides, some teachers in HFTACC had complained that it was noisy during the de-cluttering activity due to rack installation and cleaning activities that involved electrical appliances. This had affected the children from studying or resting.

9. SUGGESTIONS FOR IMPROVEMENT

Despite all the soft skills or experience we had earned, there are still much more room for improvement. As an example, during the project planning for trip to pottery making centre, we did not update our CSP partner, HFTACC on the time plan for the event day. This miscommunication has resulted a slight delay on the program flow. Thus, for suggestions of improvement, we can utilize cloud technology and share all of the important information in google drive, to make sure everyone is on the same page. We can also create a group through chatting app like WhatsApp or Telegram to ease the information sharing especially during emergency.

For the community service project, which is de-cluttering activity, we were told that the activity was too loud and noisy which had affected the children from studying or resting. As a suggestion, we should have contacted the person in charge in HFTACC to migrate the children into a quiet area from time to time to avoid noise and reduce the risk of getting injuries.

If we were given a chance to plan this project again, we would surely gather more project ideas before finalizing it. Overall, we made rapid decisions in the planning stage of project which resulted in multiple problems during the project process. A sensible but rather slow decision would be an optimal option than a rapid but pointless decision. Therefore, detailed discussion on project planning between the team members was necessary to avoid any inconvenience. We should have organised more meetings to explore more variety of project ideas, conduct specific investigations for each idea based on different aspects.

One of the limitations in this project was the time constraint. We were only able to conduct the project in such short period of time on top of other duties and assignments. Therefore, the planning and preparation phase should have last longer. This is important to ensure the planning and preparation is enough to overcome all issues and to mitigate potential risks during the event. Moreover, we should have prepared backup plans to be executed whenever any situation faces problems.

10. CONCLUSION

In general, throughout the whole process that we spent together, it was definitely a memorable experience for all committee members and children in HFTACC. Although we faced quite a few setbacks while organizing the community service project, we still managed to amend our mistakes on time and everything went as plan. The event was also organized up to standard considering the limited sources present in the organizing committee. Despite that, the teams were able to overcome the limitations and make the project success by providing experience to the children to learn and create pottery as well as clean-up activities to provide a comfortable and conducive environment for the children to study and rest.

11. ATTACHMENT

11.1 STUDENT TRACKING SHEET



UNIVERSITY OF NOTTINGHAM MALAYSIA

COMMUNITY SERVICE PROJECT

STUDENT TRACKING SHEET

NAME:	Kelly Tan Kai Ling
STUDENT ID NO.:	20310184
COURSE:	Community Service Project (MPU3412)
GROUP NO:	E
COMMUNITY SERVICE PROJECT PARTNER:	Home for The Angels Care Centre

DATE:	TIME IN:	TIME OUT:	HOURS:	DAILY TOTAL:
16/6/22	8:30am	6:30pm	10 hours	10 hours
28/6/22	8:30am	12:30pm	4 hours	
28/6/22	1:30pm	7:30pm	6 hours	10 hours

Verified by Group Leader: Kelly	Total Cumulative Hours: 20 hours
1 st Site Inspector: Kelly Tan	2 nd Site Inspector: Pn Amisah, GSD
 DATE: 16/6/22 TIME: 10am	 DATE: 28/6/22 TIME: 10am

I hereby certify that the hours listed above are TRUE and CORRECT for my Community Service Project activity.

Student Signature: Kelly

I hereby certify that the hours listed above by the above named student are TRUE and CORRECT.

Community Service Project Partner Representative Signature: Tan

Name: Mrs. Tan

Designation: Principal of HFTACC



UNIVERSITY OF NOTTINGHAM MALAYSIA

COMMUNITY SERVICE PROJECT

STUDENT TRACKING SHEET

NAME:	Jessica Wong Hoi Kei
STUDENT ID NO.:	20123456
COURSE:	Community Service Project (MPU3412)
GROUP NO:	E
COMMUNITY SERVICE PROJECT PARTNER:	Home for The Angels Care Centre

DATE:	TIME IN:	TIME OUT:	HOURS:	DAILY TOTAL:
16/6/22	8:30am	6:30pm	10 hours	10 hours
28/6/22	8:30am	12:30pm	4 hours	
28/6/22	1:30pm	7:30pm	6 hours	10 hours

Verified by Group Leader: Kelly	Total Cumulative Hours: 20 hours
1 st Site Inspector: Kelly Tan	2 nd Site Inspector: Pn Amisah, GSD
 DATE: 16/6/22 TIME: 10am	 DATE: 28/6/22 TIME: 10am

I hereby certify that the hours listed above are TRUE and CORRECT for my Community Service Project activity.

Student Signature: Jessica

I hereby certify that the hours listed above by the above named student are TRUE and CORRECT.

Community Service Project Partner Representative Signature: Tan

Name: Mrs. Tan

Designation: Principal of HFTACC



UNIVERSITY OF NOTTINGHAM MALAYSIA

COMMUNITY SERVICE PROJECT

STUDENT TRACKING SHEET

NAME:	Mavis Wong Weng Cheng
STUDENT ID NO.:	20312345
COURSE:	Community Service Project (MPU3412)
GROUP NO:	E
COMMUNITY SERVICE PROJECT PARTNER:	Home for The Angels Care Centre

DATE:	TIME IN:	TIME OUT:	HOURS:	DAILY TOTAL:
16/6/22	8:30am	6:30pm	10 hours	10 hours
28/6/22	8:30am	12:30pm	4 hours	
28/6/22	1:30pm	7:30pm	6 hours	10 hours

Verified by Group Leader: Kelly	Total Cumulative Hours: 20 hours
1 st Site Inspector: Kelly Tan	2 nd Site Inspector: Pn Amisah, GSD
 DATE: 16/6/22 TIME: 10am	 DATE: 28/6/22 TIME: 10am

I hereby certify that the hours listed above are TRUE and CORRECT for my Community Service Project activity.

Student Signature: Mavis

I hereby certify that the hours listed above by the above named student are TRUE and CORRECT.

Community Service Project Partner Representative Signature: Tan

Name: Mrs. Tan

Designation: Principal of HFTACC



UNIVERSITY OF NOTTINGHAM MALAYSIA

COMMUNITY SERVICE PROJECT

STUDENT TRACKING SHEET

NAME:	Michelle Lee Wei San
STUDENT ID NO.:	20310123
COURSE:	Community Service Project (MPU3412)
GROUP NO:	E
COMMUNITY SERVICE PROJECT PARTNER:	Home for The Angels Care Centre

DATE:	TIME IN:	TIME OUT:	HOURS:	DAILY TOTAL:
16/6/22	8:30am	6:30pm	10 hours	10 hours
28/6/22	8:30am	12:30pm	4 hours	
28/6/22	1:30pm	7:30pm	6 hours	10 hours

Verified by Group Leader: Kelly	Total Cumulative Hours: 20 hours
1 st Site Inspector: Kelly Tan	2 nd Site Inspector: Pn Amisah, GSD
 DATE: 16/6/22 TIME: 10am	 DATE: 28/6/22 TIME: 10am

I hereby certify that the hours listed above are TRUE and CORRECT for my Community Service Project activity.

Student Signature: Michelle

I hereby certify that the hours listed above by the above named student are TRUE and CORRECT.

Community Service Project Partner Representative Signature: Tan

Name: Mrs. Tan

Designation: Principal of HFTACC



UNIVERSITY OF NOTTINGHAM MALAYSIA

COMMUNITY SERVICE PROJECT

STUDENT TRACKING SHEET

NAME:	Beatrice Ho Yin Sum
STUDENT ID NO.:	20310112
COURSE:	Community Service Project (MPU3412)
GROUP NO:	E
COMMUNITY SERVICE PROJECT PARTNER:	Home for The Angels Care Centre

DATE:	TIME IN:	TIME OUT:	HOURS:	DAILY TOTAL:
16/6/22	8:30am	6:30pm	10 hours	10 hours
28/6/22	8:30am	12:30pm	4 hours	
28/6/22	1:30pm	7:30pm	6 hours	10 hours

Verified by Group Leader: Kelly	Total Cumulative Hours: 20 hours
1 st Site Inspector: Kelly Tan	2 nd Site Inspector: Pn Amisah, GSD
 DATE: 16/6/22 TIME: 10am	 DATE: 28/6/22 TIME: 10am

I hereby certify that the hours listed above are TRUE and CORRECT for my Community Service Project activity.

Student Signature: Beatrice

I hereby certify that the hours listed above by the above named student are TRUE and CORRECT.

Community Service Project Partner Representative Signature: Tan

Name: Mrs. Tan

Designation: Principal of HFTACC

11.1 REFLECTIVE JOURNAL

UNIVERSITY OF NOTTINGHAM MALAYSIA

COMMUNITY SERVICE PROJECT

REFLECTIVE JOURNAL

NAME:	Kelly Tan Kai Ling
STUDENT ID NO.:	20310184
COURSE:	Community Service Project (MPU3412)
GROUP NO:	E
COMMUNITY SERVICE PROJECT PARTNER:	Home for The Angels Care Centre

REFLECTION:

The project started off with planning phase where Kelly and Michelle had performed site visitation to HFTACC and pottery making centre for both activities in order to identify potential risk and updates information to every committee member. However, during the site visitation for the decluttering activity, we had failed to created a draw plan of the home which can ease the program flow. Thus, causing slight delay as the committee installed the rack at wrong place. Luckily for the trip to pottery making centre, the site inspection was successful where we had identified possible accidents made by the students and informed to the staff members as well. Solution-wise, we suggest to write site inspection report to prevent any important information missed out.

During the implementation phase, the HFTACC members complained about the lack of communication between committee members during the execution of events. This problem arises conflicts between HFTACC and committee members on the leaving time for trip to pottery making centre. As a result, the students and teachers had to rush when leaving the bus as we had arrived late at the site. Solution-wise, we should send the program time table to person-in-charge in HFTACC instead of informing them verbally. This could make sure that everyone involved in this activity had received the same latest information without any ambiguity.

Besides, some teachers in HFTACC had complained that it was noisy during the decluttering activity due to rack installation and cleaning activities that involved electrical appliances. This had affected the children from studying or resting. This is because the committee members faced issues with identifying places and installing racks due to insufficient understandings and hands-on experience on this. We even installed the rack at wrong place which make things worse. To overcome this problem, we should have created

draw plan of the home during site inspection and update the information to all committee members as well as learning the furniture installing methods to save more time.

This project was truly an eye-opening experience for all the committee members. The process of researching and writing our project proposal not only provided us with an opportunity to organize an event but also to develop certain skills when approaching a project. Needless to say, there were a few aspects that were particularly successful, but also not to forget the challenges we encountered throughout this project's planning. In general, our project went smoothly as every member cooperated well to complete their assigned tasks.

If we were given a chance to plan this project again, we would surely gather more project ideas before finalizing it. Overall, we made rapid decisions in the planning stage of project which resulted in multiple problems during the project process. A sensible but rather slow decision would be an optimal option than a rapid but pointless decision. Therefore, detailed discussion on project planning between the team members was necessary to avoid any inconvenience. We should have organised more meetings to explore more variety of project ideas, conduct specific investigations for each idea based on different aspects.

One of the limitations in this project was the time constraint. We were only able to conduct the project in such short period of time on top of other duties and assignments. Therefore, the planning and preparation phase should have last longer. This is important to ensure the planning and preparation is enough to overcome all issues and to mitigate potential risks during the event. Moreover, we should have prepared backup plans to be executed whenever any situation faces problems.

Expressing all our thoughts in this reflective writing was truly difficult. Nevertheless, throughout the whole process that we spent together, it was definitely a memorable experience for all of us. Despite all the skills that we had learned or the experiences we had gained, there are still much more room for improvement. Hence, we hope to build upon and implement these developed skills in the future. We had also planned to form a community project again next semester as well as recruiting more committee members to encourage Malaysians to contribute their energy and skills to the community and country.

12. REFERENCES

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