



**The Sir Horace Kadoorie Hospitality and Mentoring  
Global Pen Pals Programme**  
良师益友笔友计划  
2020.6-2021.8

**Purpose**

**目的**

The Sir Horace Kadoorie Hospitality and Mentoring Global Pen Pals Programme (SHKHMGP) connects youths enrolled at The Sir Horace Kadoorie Hospitality and Mentoring Programme (SHKHMP) with global friends who will act as mentors for the youths to provide them with guidance and support on English learning, cultural exchange, and career development etc. and to encourage them exploring the world beyond their own. 良师益友笔友计划（简称SHKHMGP）旨在为良师益友学员与来自各地的笔友搭建交流平台，笔友可以在英语学习、文化交流、职业发展、探索世界等方面给予学员指导和帮助。

**Youth Pen Pals**

**学员笔友**

The youth pen pals are the youths enrolled at SHKHMP, who come from disadvantaged backgrounds often associated with tragic shifts in their family situation and in many cases resulting in separation from or loss of families.

学员笔友指良师益友项目学员，他们来自困境家庭，有些人家庭曾经发生过重大变故。

**Volunteer Pen Pals**

**志愿者笔友**

The volunteer pen pals are the volunteers recruited from outside the SHKHMP, who are the experienced professionals working in the hospitality industry.

志愿者笔友指从外界招募的在餐旅业有着丰富工作经验的专业人士。

**Recruitment Criteria**

**招募标准**

- Applicants: Chinese citizens or foreigners who must have authorized residency in the mainland of China (Foreigners need to commit the first and visa pages of the



passport when applying)

申请人：中国公民或者在中国大陆有合法居住权的外国公民（外国公民报名时需提供护照首页和签证页相关信息）

- Location: Must reside within the mainland of China while participating in the SHKHMGP

居住地：参加笔友计划期间必须长期居住中国大陆

- Age: 30 and above

年龄：30周岁及以上

- Gender: Male and female; the volunteers will be matched with the youths based on the same gender

性别：男女均可，志愿者会与同性别的学员匹配为笔友

- Occupation: Currently working in the hospitality industry— hotels, airlines, cruises, and F&B industry

职业：当前正在餐旅业就职，比如：酒店、航空公司、邮轮和餐饮服务行业。

- Position: Preferred manager level and above

职位：优先考虑部门经理及以上级别

All volunteers are subject to acceptance by Shanghai K Charitable Foundation, the administrator of the SHKHMGP. The foundation reserves the right to remove any volunteer from the programme at its discretion.

所有志愿者在提交申请时默认为同意接受上海嘉和公益基金会笔友计划管理小组的管理。上海嘉和公益基金会保留将违规志愿者移除出笔友计划的权力。

## **Duration**

### **周期**

**For the 2019 – 2021 cycle**, each SHKHMGP volunteer commitment is for a term of 15 months, the length of the programme that each youth within the programme will be enrolled in. This begins in June 2020 and finishes at 15 months later. We do not encourage interested parties to join the programme unless they are able to commit to a term of 15 months to ensure consistency and continuity with the youths.

对于三期项目（2019-2021），每一位志愿者的服务时间是15个月，自2020年6月



份至2021年8月。我们要求所有参与者能够完整而持续地完成一个周期。

Each SHKHMGPVP volunteer may privately continue the Pen Pal activity with his/her designated youth(s) beyond the required service term at his/her own discretion. This would be a personal undertaking and would not include the involvement of the Centre.

学员毕业之后，志愿者与学员可以自行决定是否继续笔友关系，如果选择继续，这将是志愿者与学员的个人行为，与上海嘉和公益基金会和良师益友项目无关。

**For the 2019 – 2021 cycle, the commitment will be from June 2020 to August 2021 and can be renewed for the next cycle upon mutual agreement.**

三期项目笔友服务时间为 2020 年 6 月至 2021 年 8 月，期满后，志愿者申请参加下一届的笔友计划。

### **Mode of Communication**

#### **交流方式**

The mode of communication can be by any means that is convenient for both the SHKHMGPVP volunteers and the Youths. Written letters, emails, or chatting on social media through WeChat are all acceptable.

志愿者和学员可以选择双方认为方便的交流方式，比如：写信、电子邮件、微信等社交软件交流均可。

### **Frequency**

#### **交流频率**

The interaction between SHKHMGPVP volunteers and Youths depends solely on both parties. However, we encourage a minimum of one weekly exchange of communication.

交流频率由志愿者和学员双方自行决定，但我们鼓励双方每周至少交流一次。

### **Monthly Summary**

#### **月度总结**

SHKHMGPVP volunteers are required to submit a brief monthly summary regarding the frequency of interactions, topics of communication, issues or problems that Youths concerned, and support or guidance SHKHMGPVP volunteers provided to the youths etc.

志愿者需要每个月填写一份简单的问卷，反馈与学员之间的交流频率、话题以及存在的问题和需要的帮助，以便于用于更好的促进笔友项目的开展。

### **Matching SHKHMGPVP**



## 志愿者笔友和学员笔友的匹配

Each SHKHMGPVP volunteer will be matched up with one youth in the same gender. SHKHMGPVP volunteers and Youths will be matched by the programme based on common interests therefore having a detailed profile is most helpful.

上海嘉和公益基金会笔友计划管理小组将根据志愿者与学员的性别、兴趣爱好等进行匹配，因此，我们要求申请人提交详细的个人介绍。

### **Profile**

#### 个人介绍

We ask that each SHKHMGPVP volunteer fills-out a profile questionnaire which will be prepared into a profile sheet that will be submitted to the corresponding youth(s). A profile on the designated youth(s) will be provided to each SHKHMGPVP volunteer. All information provided in your profile will be safeguarded in compliance with Data Privacy laws under the jurisdiction of the People's Republic of China.

我们将为匹配在一起的志愿者和学员提供彼此的个人介绍，志愿者与学员在个人介绍中填写的所有个人信息将被严格保密，不得外泄。

### **General Guidelines**

#### 指导方针

The SHKHMGPVP is an activity to promote English learning and to provide opportunities for cultural exchange and interpersonal communication. In order to encourage the positive interactions between SHKHMGPVP volunteers and Youths, and to ensure the safety and overall well-beings for both parties, the SHKHMGPVP volunteers are required to understand and to obey the principles as following:

SHKHMGPVP旨在促进提升学员的英语水平、文化交流和人际沟通能力。为了鼓励双方正向而积极的交流，同时保障双方的安全和利益，特要求每一位志愿者理解并遵守以下规定：

- 1) In terms of the communication topics, we suggest SHKHMGPVP volunteers to choose general topics regarding English learning, life skills, problem solving skills, interpersonal communication skills, career development, culture and entertainments etc.

在交流过程中，我们建议志愿者选择基于英语学习、生活技能、解决问题、人际交往、职业规划和文化娱乐等方面的话题。



**Note:** Please refrain from asking personal family questions about the youths unless first initiated by them. Most come from a background of disadvantage and tragic shift in family situation which should not be focused on unless they wish to do so. If your Youth Pen Pal brings up sensitive information about their families, please let us know so that we can assess whether they will need further support. Some of the youths may have chosen not to acknowledge the tragedy which happened in their family until now. If they choose to do so, we need to be prepared to provide them with emotional and psychological, if required, professional support.

备注：请避免询问学员关于他们个人家庭的一些问题，除非他们自己主动提及。我们不建议过分关注学员的家庭情况，除非他们个人愿意讨论。如果学员提到一些关于家庭的敏感信息，请及时反馈给我们，我们将视情况提供相应的支持与帮助。

For the face-to-face interactions, SHKHMGPPT volunteers are welcomed to visit the youths in the Centre, since we do not encourage SHKHMGPPT volunteers to meet the youths outside of our Centre. If you have an appropriate reason to meet the youths outside, you are only permitted for a meeting at public venues and you are not allowed to meet the youths in any private venues or inviting the youths for over-night trips.

我们欢迎志愿者到中心来与笔友进行面对面的交流，但我们不鼓励双方在中心之外的地方见面。如果志愿者有合理的理由需与学员在中心之外见面，必须在公众场合进行，并不得留学员过夜。

SHKHMGPPT volunteers need to get permissions from the Centre before taking the youths for any outside activities such as going out for coffee or meals etc. You need to email us an invitation letter with the detailed information including the name and address of the place, time and date, a list of participants, emergency contact information etc. You need to email the invitation letter at least three days in advance and we will respond within two workdays upon receiving the letter.

志愿者必须得到上海嘉和公益基金会笔友计划管理小组的同意才能邀请学员在中心以外见面，例如外出喝咖啡或者用餐。并需要提前三日通过邮件发送邀请信，邀请信上需注明外出的时间、详细地址、参与人员以及紧急联系方式等信息，管理小组将在两个工作日内给予回复。



- 2) The Centre does not condone nor allow Youths to make personal requests for neither cash nor gifts from GPPC volunteers. You are also not encouraged to buy gifts or give cash to the youths, but you are encouraged to report to us about any inappropriate requests from any youths. Please do not make any promises which cannot be kept or make any statements that may give false hopes to the youths.

中心严禁学员向志愿者索要现金或礼物。我们亦不鼓励志愿者为学员购买礼物或者给予现金。如果学员向您提出了不合理要求，请您及时反馈，也请您不要向学员许诺无法实现的承诺。

- 3) We hope each SHKHMGPVP volunteers donates at least 100 RMB per cycle to Shanghai K Charitable Foundation. In order to help more youths and the long-term development of the programme. So this is necessary.

我们希望每一位志愿者在每一个服务期内可以向上海嘉和公益基金会捐助不少于人民币100元，以便于能够帮助更多的困境青年和促进良师益友项目的长远发展。

- 4) The Foundation reserves the right to terminate the agreement/relationship if either party report threat of violence, sexual harassment, online scam .... The Foundation will report any crimes to relevant local authorities.

如果任何一方举报受到暴力威胁、性骚扰、网络诈骗等违法行为，上海嘉和公益基金会保留终止协议的权利，并且向当地有关部门举报任何违法犯罪行为。

### **Certificate and Recognition**

#### **证书及感谢**

The SHKHMGPVP volunteers will obtain a certificate issued from the Foundation by the end of each cycle in SHKHMGPVP. The name of each SHKHMGPVP volunteer will be listed on our website as a recognition.

上海嘉和公益基金会为每一位完成服务的笔友颁发志愿者证书，同时在官方网站上致谢所有完成服务的志愿者。

Data privacy 隐私条款
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Shanghai K Charitable Foundation (the “Foundation”) recognizes its responsibilities in relation to the collection, holding, processing or use of personal data under the
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personal information protection laws and regulations of the People's Republic of China. Personal data will be collected only for lawful and relevant purposes, and all practicable steps will be taken to ensure that personal data held by the Foundation is accurate, the security of the personal data, and to avoid unauthorized or accidental access, erasure or other use.

上海嘉和公益基金会(以下简称“基金会”)在收集、持有、处理或使用个人资料方面会严格遵循中华人民共和国个人信息保护的法律法规。收集个人资料只会用于合法目的, 并会采取一切切实可行的步骤, 以确保本基金会所持有的个人资料准确无误, 保障个人资料的安全, 以及避免任何未经授权的查阅、删除或作其他用途。

Personal data collected from you is collected for the following purposes:

向您收集的个人信息的目的如下:

- - To introduce Volunteer Pen Pals to Youth Pen Pals giving the background of each individual  
向学员介绍志愿者笔友的个人概况
- - To establish a volunteer relationship and to communicate with you;  
以便于更好的与您建立联系与沟通
- - To process respond to any enquiries you may have;  
处理您可能有的任何询问
- - Other purposes directly relating to any of the above;  
其他与以上直接相关的目的

Personal data will be kept confidential, but subject to the provisions of any applicable law, may be made available to appropriate persons in our parent and affiliated companies (which may be located within and outside China):

个人资料将被保密, 但根据任何适用法律的规定, 我们可能会向我们的母公司和关联公司(可能位于中国境内和境外)的相关人员提供以下信息:

- - Transferred to any person including agents, contractors or third-party service providers (within or outside the Foundation and located within or outside China) who provides administrative, marketing, telecommunications, computer, data processing or other services in connection with the operation of the Foundation;

移交给提供与基金会运作有关的行政、营销、电信、计算机、数据处理或其他服务的个人, 包括代理人、承包商或第三方服务提供商(在基金会内部或外部, 以及在中国境内或境外)。



- - Used, disclosed or transferred for any purpose directly related to your dealings with any company within the Foundation.

出于您与基金会内任何公司的交易直接相关的任何目的使用，披露或转让。

- - Your personal data may be provided to any of the above parties, who may be located within or outside China.

您的个人信息可能会提供给任何以上位于中国境内或境外的当事人或机构。

In addition, we may also use your name and contact details for promotional or marketing purposes (including direct marketing) to send you promotional materials in relation to the Foundation.

此外，我们也可能使用您的姓名和联系方式进行宣传推广 (包括直接营销)，如向您发送与本基金会有关的宣传材料。

If you do not wish to receive promotional and marketing material from us, please inform us by sending us email at [globalpenpaladmin@shanghaik.org](mailto:globalpenpaladmin@shanghaik.org). Any such request should clearly state details of the personal data that you do not want disclosed.

如果您不希望收到来自我们的宣传资料，请发送邮件至

[globalpenpaladmin@shanghaik.org](mailto:globalpenpaladmin@shanghaik.org) 通知我们，任何此类要求均应清楚列明您不希望披露的个人资料的详情。

I agree to be a **The Sir Horace Kadoorie Hospitality and Mentoring Global Pen Pals Programme** member and agree to abide by the rules and regulations of programme. I have also read, understood and agreed with the data privacy statement for this programme.

本人同意成为“良师益友笔友计划”的成员，并同意遵守项目的各项规则及规定。本人已阅读、明白并同意项目资料隐私的有关声明。