

# Happy Heart Organization

**VOLUNTEERING**



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**About Us**





## ABOUT HAPPY HEART

Happy Heart Organization is an Education Centre in Puok, Cambodia. We provide free English and Computer lessons to 250 students. Happy Heart believes that helping children improve these skills will ensure them a better future.

Happy Heart was first set up 9 years ago, but back then there was no building or even a name for the organisation. Mardy set up the organisation as a Sunday School initially and it has now evolved to be an education centre. Recently there has been an additional centre set up named Happy Heart 2. We are really proud of our education centre and would love for volunteers to come and support us.

**250**

Students

**9**

Members of staff



# Our staff

## Senior Team



Mardy & Lackena  
(Founders)



Sopheavy  
(Principal/English Teacher)



Sinieng  
(Vice Principal/English Teacher)

## Assistants



Sreynuch  
(Assistant/ IT teacher)



Sok  
(Assistant/ IT teacher)

## Teachers



Meiseu  
(Chinese Teacher)



Sonitha  
(English Teacher)



Sivhour  
(English Teacher)

# Class Breakdown

Our classes run from Tuesday- Saturday and we can help you choose which classes we think your skills would be good for.

Time	Class	Level	Age range
4pm-5pm	<b>Computer Class</b> (Teacher: Sok)	Beginner	12+
4pm-5pm	<b>Chinese Class</b> (Teacher: Meiseu)	Beginner	Mixed
4pm-5pm	<b>English Beginner</b> (Teacher: Sopheavy)	Beginner	8-12
5pm-6pm	<b>Computer Class</b> (Teacher: Sok)	Beginner	15+
5:15pm-6:15pm	<b>English</b> (Teacher: Sonitha)	Beginner	8-12
5:15pm-6:15ppm	<b>English</b> (Teacher: Sreynuch)	Intermediate	12-15
5:15 -6:15pm	<b>English</b> (Teacher: Sivhour)	Intermediate	12-15
6:15pm-7:15pm	<b>English</b> (Teacher: Sonitha)	Intermediate	12-15
6:15pm-7:15pm	<b>English</b> (Teacher: Sivhour)	Advanced	12+
6:15pm-7:15pm	<b>English</b> (Teacher: Sinieng)	Advanced	12+
6:pm-7:15pm	<b>Computer</b> (Teacher: Sreynuch)	Intermediate	12+



# Our Classes



## English Class

English is our primary focus at Happy Heart. We have seven English Classes at HH1 and two more at our other site (HH2). By providing children with English skills they will have more opportunities in the future.



## Computer Class

We are quite unique as we offer computer classes, not something many education centres in Cambodia can do. We want to equip our students with basic IT skills and an understanding of the Microsoft suite. These skills will give them a headstart when applying for jobs in the future.



## Chinese Class

This is a fairly new addition to Happy Heart. We are lucky that one of our teachers speaks Chinese and wants to teach our pupils. Students put their names down and so far have a good understanding of basic Chinese!

# Extra Curricular



## Football Team

The Happy Heart football team play a match every Sunday. Unfortunately, there is nobody to help train our team so there is no training during the week. This is something we would love volunteers to support us with if you feel you have the right skills!.



## Sunday Service

Each week we host a Sunday service from 8am-9:30am. The first part includes a service in the church, we sing hymns, read bible verses and the childrens group will perform a dance. After the service the children are split into 2 groups, the older children stay in the church to practice more bible verses and the younger children go to a classroom to do an activity based on a different story from the Bible.



After service there is a family breakfast for anyone that attended Sunday Service.



# Happy Heart 2



## About

In March 2024 we opened up Happy Heart 2. Located about a 15-minute drive from Happy Heart 1, this centre provides English Education to children in further villages who are too far away to get to Happy Heart 1. So far we have around 30 students. We only offer beginner English at the moment but we are soon hoping to offer basic computer skills as well.

Time	Class	Level	Age range
5pm-6pm	<b>English</b> (Teacher: Rachheng)	Beginner	8+
6pm-7pm	<b>English</b> (Teacher: Sreyneang)	Beginner	12+

## Our Team



Sreyneang  
(Manager/ English  
Teacher)



Rachheng  
(Assistant/ English  
Teacher)

# Volunteering



# Volunteering with us

## Your Role

Your role is to improve the education of the students at Happy Hearts for the long-term by training the Happy Hearts teachers. When teachers are better equipped, the students will receive a better-quality education and the benefit is long-term. Since the teachers are volunteers, upskilling them is a small reward for their commitment to Happy Heart Organisation.

Helping teachers rather than students directly keeps the students' education continuous rather than disjointed. If students are taught by short-term volunteers on a regular basis, their teacher, teaching methods and lesson content will change each week/month as a new volunteer arrives. They may end up being taught the same thing repeatedly.

### Tips:

- Have an attitude of respect, humility and learning towards Happy Hearts' teachers, community and country.
- Listen to what Happy Hearts teachers and students need, and give according to their needs, not how you want to give.
- Look after yourself. Make sure you are getting the rest and support you need.

## Working with us

If you are interested in working with us then we would love to hear from you. We do ask that you tell us about your relevant skills or experiences which you think can help us work towards our vision. We would especially love to hear from you if:

- You have specific experience working in an education setting and have the skills and training to support this. We would love our staff to learn from you so they develop their skills.
- Are a TEFL-qualified teacher.
- Have experience teaching Chinese.
- Have experience in IT. We are looking at developing our computer classes and our IT teacher Sok would love to develop his own skills with you!
- Have experience in sport education /training. Our football team currently does not have a training programme or any form of training. We would love to hear from you if you think this is something you can support us with.

# Key Information

## Inclsuion Overview

- Private room with en-suite bathroom and air-con (on site)
- Kitchen with basic ingredients
- Wifi
- Transportation for you included
- 2 days off

## Volunteer working hours:

**Monday:** Day off (HH closed)

**Tues-Sat:** 12:00-7:15

**Sunday:** 8-9:30 (Sunday school)

## Nearby facilities:

- **Siem Reap town:** 15km
- **Angkor International Hospital:** 12km
- **Angkor Supermarket:** 14km
- **Puok Market:** 3.5km
- **Angkor Wat:** 17km
- **Siem Reap Airport:** 60km

## Cost:

As we are a small organisation we ask each volunteer to pay **\$10 USD a day.**

### This money includes:

**Basic Ingredients:** We will provide the ingredients to cook local food. (Rice, vegetables, fruit, meat, eggs, bread). If you want any other food to cook different meals then there is a local market nearby or a supermarket in town where western ingredients can be found.

**Gasoline for our teachers:** Our staff are happy to take you anywhere you need during your stay. This money goes towards the cost of their gasoline

**Running Costs:** As we are a small NGO our running costs increase when we have volunteers here. This takes into account aircon, washing machine, lights etc

**This payment should be paid in cash and given to our principal on arrival.** We also accept Cambodian Riel \$10= 41,430R

### MINIMUM STAY = 2 WEEKS

We require all volunteers to stay a minimum of 2 weeks. This allows you, the students and the teachers to get the most out of the experience.



# Volunteering

## EXAMPLE SCHEDULE

**Morning:** The morning is all yours to do as you please. Nobody else will be on site until 10am. You can use our kitchen to make yourself breakfast and then rest to prepare yourself for a busy day. (Between 10am and 13:00 Sok and Sopheavy will be arriving.)

**3pm-4pm:** At around 3 some of the children will start to arrive and will want to play games or chat with you!



**5pm-6pm:** During this time there is a second computer class, or the Kindergarten English depending on your skills you can choose which class you'd prefer to be a part of.

**12pm -3pm:** You would have been spoken to already about what jobs need to be done throughout the day and this is the time to do that. (Continue reading to find examples of jobs that may need doing)

**4pm-5pm:** Classes start at this time. We will work with you to see what class your skill set suits best.



**6pm-7:15pm:** There are a range of English classes going on at this time, including the senior class. Also our third computer class. Again, depending on your skills you can choose which class to teach in. After class the rest of the evening is all yours.

# Location/Getting to us



We are in a very rural area and our location is sometimes hard to find. You can type the following into google maps to see where we are:

CPFV+H2G, Unnamed Road, Puok

## GETTING TO US

**Arriving from Siem Reap:** We can occasionally offer free pickup from Siem Reap town only. This service is limited to 1 person and is subject to the size of your luggage as you will be collected via motorbike. Please contact Sopheavy with the location address, time and a photo of your luggage beforehand so we can see if we are able to pick you up.

In the event that we are unable to collect you or you want to make your own way here, we recommend getting a tuk tuk from town by using the Pass App. This is the most common app used for booking TukTuks in Cambodia and is cheaper than getting one off the street. The cost to get here is usually between \$5-\$7 dollars.

**Arriving from Phnom Penh:** If you are arriving to Cambodia via Phnom Penh then you will need to get to Siem Reap town. A bus is the most affordable way to do this and we recommend booking through the 12go Asia app. The bus journey usually takes around 6 hours and costs between \$11-\$17.

### Recommended apps:



### Important information VISA:

We are unable to help you with any Visa related information. It is your responsibility to arrange this when you arrive. Tourists from the majority of countries are eligible for a 30 day tourist visa to enter the country. This can be obtained online as an e-visa or on arrival. The costs of this is \$35 but there is a normally a processing fee on top which is usually \$7.

# Accommodation



You will be provided with your own room with an ensuite. Don't worry about the bunkbeds, we sometimes have school-groups visit us, but thats the only time we have more than 1 person in a room.

## INCLUDES

- **Private room-** (the bunk beds are just for when we have school groups) we never have more then one volunteer in one room. We think its important you have your own space
- **Aircon-** Your room is equipped with aircon and a fan.
- **Private bathroom-** You have your own en-suite bathroom. Remember we are in a rural area so be prepared for cold water.
- **Safety-** You will be given a key to your room so you can lock it during the day or when you are off site.





# Food



Here at Happy heart cooking is a shared experience. We expect our volunteers to share the cooking with Sok who will stay on-site during your stay. Basic ingredients are provided to cook Khmer cuisine. There is a supermarket which Sok can take you to if you require any other ingredients. By sharing the responsibility of cooking you will not only learn about true Khmer cuisine but also teach Sok about some of your favourite dishes. Our kitchen is fitted with the below facilities which you can use for free as you please.

## THE KITCHEN

- Gas Hob
- Microwave Oven
- Fridge Freezer
- Water dispenser (hot and cold)
- Washing Machine and washing powder
- All pots and Pans needed
- Basic ingredients and condiments



# Dress Code

Whilst the dress code is casual we do expect you to dress modestly whilst teaching. The below guidelines should be followed when teaching at Happy Heart. In the morning and on your days off you can wear what you like. Please remember we are in rural Cambodia and many people aren't used to seeing tourists. So please dress respectfully and modestly.

## W O M E N



- Covered shoulders e.g. t-shirt, cardigan, shirt
- Knees covered- trousers, skirt, leggings
- Casual dress code
- Piercings and tattoos *\*we ask that piercings are kept to a minimum where possible \**



- No strappy tops (unless covered with a shirt or jacket etc)
- No low necklines
- No shorts or skirts above the knee.
- No crop tops

## M E N



- Covered shoulders e.g. t-shirt, shirt.
- Long trousers or shorts
- Casual dress code
- Piercings and tattoos *\*we ask that piercings are kept to a minimum where possible \**



- No vest tops
- No low necklines
- No short shorts

# Volunteering at Happy Heart

## Before arriving at Happy Heart:

- Confirmed your dates with the Happy Heart Team
- Confirmed how you will be getting to Happy Heart, and what time the team can expect you.
- Have sent a photo of your passport and a signed copy of the volunteer contract to Sopheavy.
- Ensure you have packed appropriate clothing for your stay (please refer to the dress code)
- Before your stay it would be good to purchase a reusable water bottle. We have a water filter here for you to get water anytime. Plastic waste is a big problem here in Cambodia, particularly in rural areas. We like to avoid it as much as possible so ask that you support us with this by bringing in your own bottle if you can.

## Arriving at Happy Heart:

- When you arrive Sopheavy will give you a tour around the Happy Heart Site and show you where everything is.
- Once you've settled in and unpacked your things we ask that you give your money to Sopheavy upfront. The cost is **\$10 a day**. So the total will depend on how long you'll be staying.
- We then ask that you head to the office and spend some time reviewing the volunteer PDF specifically our policies as this will relate to your time at Happy Heart. We also ask that you read through the code of conduct again to make sure you understand all that is being asked of you. If there is something you're unsure of within these, you can ask Sopheavy any questions.
- As part of your induction, we also require **you to watch 2 short videos and read through one blog post** before you start volunteering. These resources will give you a bit of insight on how to be a good volunteer, and by watching these at Happy Heart we can see that you have seen the required information.
- You will then spend a bit of time with Sopheavy **planning your stay** at Happy Heart. You will discuss your skills and experience and Sopheavy will then suggest which classes you can teach in. You can then start to think about what it is you want to work on, referring to the roles list in this guide.



# Roles

# Required Roles



## IT Teachers/ Experts

We are really keen to develop our student's IT skills. The main way to do this is through educating our IT teachers. If you have specific experience using Microsoft Software in a professional capacity or are an IT teacher we would love to have you volunteer with us!



## Football/Sports Coach

Our football team doesn't always get the dedication it deserves as we don't have a coach. We would love someone to come and train our team; giving them training exercises and methods. This way the volunteering becomes sustainable as they can continue this training once the volunteer has left. Are you a sports coach, or have experience in this field? Contact us today!



## Teachers

We are also on the lookout for volunteer teachers. We want our volunteering programme to be sustainable that's why we ask that in order to teach here you have a relevant qualification (BA in teaching, Tefl qualified )or relevant experience. We want you to work with our teachers to give them skills, tools and methods to develop their lessons. Of course, you'll be teaching the students as well, but your primary aim will be supporting the teachers.

# Teacher Jobs

The following pages outline a list of specific tasks for each volunteer role. These tasks are some of the things we would like you to work on during you stay. This will help ensure that your contributions are effective and sustainable. This approach also helps in building the capacity of our local staff, leading to long-term improvements in our educational programmes.

**Curriculum Development:** Assist in developing or enhancing the current curriculum to make it more engaging and comprehensive. This can be done by talking to our teachers to give them tips, tricks and methods to improve the way they are teaching the curriculum.

**Lesson Planning:** Create lesson plans for the curriculum as happy heart and appropriate age groups, focusing on interactive and inclusive teaching methods. Work with the teachers to develop these so they start to learn how to create their own lesson plans.

**Classroom Activities:** Develop a list of classroom activities and games tailored to different age groups to make learning more dynamic. We want to build a guide for our teachers that they can refer to when they want a new game or activity to try with their class. We want this to be added to by each teacher volunteer we have so that we can start to build a collection. You are able to use the laptop room to do this. Please include the title of the activity, what area it relates to e.g. grammar, speaking, what age range it is good for, what equipment is needed and instructions. The best way to do this is to create a document

**Teacher Training Workshops:** Conduct workshops on teaching methodologies, lesson planning, classroom management, and assessment techniques.

**Assessment Tools:** Help design assessment tools and methods to evaluate student progress effectively.

**Resource Development:** Develop educational resources, such as worksheets, quizzes, and multimedia content, to support teaching. Also, educational decorations for our classrooms to make them more engaging. We have plenty of pens and paper available to help you do this.

**Observation and Feedback:** Observe classes and provide constructive feedback to local teachers to improve their teaching practices. It would be good for you to develop an assessment sheet for this so that once you've written your feedback and spoken to the teachers about this they have something to take away with them to review.



# Sports Coach Jobs

- **Training Programs:** Develop training programs and schedules to suit our football team members. Aim to train our team on various techniques, drills, and game strategies.
- **Sports Curriculum:** Create a structured sports curriculum that includes different sports, fitness activities, and health education. This will not only support our football team during practice but help them sustain their health outside of school.
- **Skill Development Sessions:** Organise skill development sessions focusing on individual sports, team sports, and physical fitness.
- **Sports Events:** Plan and oversee sports events, competitions, and tournaments to encourage student participation and foster a competitive spirit.
- **Health and Nutrition Workshops:** Conduct workshops on the importance of physical health, nutrition, and overall well-being.
- **Support girls in sports:** In Cambodia, many girls don't engage in sports, particularly football. We would love to get more of our girls involved in football and need some positive encouragement and training from a volunteer to do this!

# IT Teacher

- **IT Curriculum Development:** Design and implement an IT curriculum suitable for various skill levels, from basic computer literacy to more advanced topics.
- **Workshops and Training Sessions:** Conduct workshops on Microsoft applications, internet safety, and digital literacy.
- **Technical Support Training:** Train our local staff on basic troubleshooting, maintenance of computer systems, and software installations. Our IT teachers are really keen to develop their own skills so they can then pass this knowledge onto their students.
- **Resource Creation:** Develop step-by-step guides and tutorials for commonly used software and tools.
- **E-Mail Training:** We would love to help our students set up G-Mail account; and we'd love you to support us with this!
- **Project-Based Learning:** Design and supervise IT projects that students can work on to apply their knowledge practically.
- **Observation and Feedback:** Observe classes and provide constructive feedback to local teachers to improve their teaching practices. It would be good for you to develop an assessment sheet for this so that once you've written your feedback and spoken to the teachers about this they have something to take away with them to review.

# General Jobs

Here you can find a list of general jobs which you may be asked to complete during your time at HHO, if you find yourself stuck and not sure what to do; then this list is a great place to start!

- **Organising Books:** Sort and shelve books in the library, ensuring they are categorized and labelled correctly.
- **Creating Displays:** Set up engaging and educational displays to brighten up our classrooms.
- **Book Repairs:** Repair damaged books and materials to keep the library resources in good condition.
- **Cleaning and Tidying:** Help clean and organise classrooms and the HH site (including kitchen), ensuring it is a neat space and conducive to learning.
- **Supply Management:** Organise and manage school supplies, ensuring they are easily accessible for teachers and students.
- **Gardening:** Assist with maintaining school gardens or green spaces, including watering plants and weeding.
- **Maintenance Checks:** Conduct basic maintenance checks around the school, reporting any issues that need professional attention.
- **Reading Sessions:** Carry out reading sessions or storytime for students in the library or classroom.
- **Homework Help:** Assist students with their homework or assignments during after-school programs.
- **Mentoring:** Offer mentorship and support to students, helping them with academic or personal challenges.
- **Software Updates:** Assist with updating software on school computers and ensuring all systems are running smoothly.
- **Basic IT Maintenance:** Help with basic IT maintenance tasks, such as cleaning computer screens and keyboards, organising cables, and ensuring that all devices are charged and ready for use.
- **Resource Creation:** Create resources that can be used by students and teachers.



# Our Policies

# Photos/Videos

It's great to have photos of the great times and amazing people we meet. However, this must be done correctly. Imagine if people from a different country wandered into school lessons and homes in your home country and started taking photos of schoolchildren and the insides of homes. A bit weird? And not allowed without permission either. This is a guide for knowing when it is appropriate to take photos, and when it's best to put the camera down.



## PHOTO RULES

- Ask 'Would this be acceptable in my home country?' For example, in your home country, you wouldn't take selfies with children you'd just met.
- Have you got consent from the person or, in the case of a child, their parent, to take that photo?
- Ask why you want to take a photo. Is it for memories? Or is it to make you look good? If it is to make you look like a good person helping poor Cambodians', then it is best not to take the photo, it feeds into the 'white saviour' narrative. The rule of thumb is do not take a photo unless it tells a story. I.e. don't take photos for the sake of it, is there a specific reason to take that photo?
- No selfies with children, unless a child specifically asks you.
- Don't take photos in the classroom or while teaching, this is a distraction.
- Does the photo show people in a dignified way? Or does it highlight poverty and suffering? Would the person/people want to be portrayed like that?
- Limit the time on your phone as much as possible when you are around the children. They love playing games, teaching you their language and learning from you. You don't need your phone to do that.

# Safeguarding

## **Goal of safeguarding:**

- The goal of Safeguarding at Happy Hearts is to keep students, staff and volunteers safe from all forms of harm. This is a high priority.
- Volunteers must abide by the code of conduct. Non-compliance will result in a warning or immediate expulsion from the Happy Hearts centre, depending on the level of the breach and at the discretion of the Happy Hearts Leadership Team (HHLT).

## **Relationships with the students and teachers:**

At Happy Hearts your role is primarily to support the teachers. Relationships with teachers and students should be professional and friendly. As children grow, they develop attachments with their primary caregivers and other key adults in their life.

Having stable, dependable, safe and loving attachments is crucial to their healthy development. The quality of children's attachments affects their emotional well-being and the quality of their relationships as children and as adults. If a volunteer creates a close friendship with a child, offers them support, affection etc, and then leaves them, the child is likely to feel abandoned, bereft and confused.

The volunteer may have formed an attachment with the child, which is subsequently broken. This can happen repeatedly with short-term volunteers, causing psychological harm to the child.

This harm is long-term since the child learns to expect attachments to end in abandonment, affecting their key relationships in the future. This is why it is important to keep relationships with the students professional and friendly. It is good to encourage students in their learning and goals, but you are not there to become their emotional support or someone they become attached to. The students have other adults in their life who can love and support them without then abandoning them.

## **Gift giving:**

It is common for volunteers to bring gifts to give to local people they are serving. If you would like to give something to support Happy Hearts, please speak to Mardy Mean who can guide you as to what Happy Hearts needs at the time. For example, soap or a specific stationary. Children should not accept gifts from strangers. Teaching them to do so may put them at risk if they meet strangers with bad intentions, who, for example, use gifts to groom children.

If someone asks you for something, do not feel under any obligation to give. It is not your responsibility. Additionally, you could end up being taken advantage of, or fostering a mentality of Cambodians receiving handouts from overseas volunteers rather than helping themselves. It is more empowering and sustainable to support local communities to meet their own needs. We encourage giving to trusted, responsible and effective organisations working to

# Safeguarding

empower and support local people, rather than individuals you meet.

## **Guests:**

For child protection reasons, do not bring guests onto the Happy Hearts compound while students are present. Seek prior approval from the HHLT to invite a guest onto the Happy Hearts compound.

Ensure that your guests abide by the code of conduct, for example in terms of dress, smoking and alcohol consumption and respecting the premises.

## **Health and Safety:**

If you have a safeguarding concern or if you have a concern for your own or another's safety, please report your concern to a member of the HH senior team.

If you feel like this is not being properly addressed, you can escalate your concern by reporting it to the safeguarding officer at Teams4U UK:

Lois Hornby [lois.hornby@teams4u.com](mailto:lois.hornby@teams4u.com)

Teams4U UK <https://teams4u.com/>





# Additional Resources

These blog posts, videos and resources offer different perspectives on how to be an effective volunteer and how to make a positive difference in the world. Each is five minutes long, unless otherwise specified. It is highly recommended you read/watch the resources, especially if you are going on to further volunteer placements.

## Success stories to learn from:

- [From Believers to Changemakers: The power of local volunteering](#). An example of high impact volunteering.
- [How I Hire Volunteers](#) An example of deciding who, what, how etc. When choosing overseas volunteer placements.

## Volunteering pitfalls to avoid in Siem Reap:

- [So You Want to Build Me a House? - Part 1](#) An example of common volunteer mistakes to learn from in Siem Reap
- [So You Want to Build Me a House? - Part 2](#) An example of common volunteer mistakes to learn from in Siem Reap
- [I Was Not Their Saviour](#) A positive ending to a common volunteer mistake in Cambodia

## When you return:

- [Returning from your Volunteer Experience](#) How you can continue to do good in your volunteer organisation and your local community once you return home.
- [How Can I do Good in the World?](#) A five-minute video to shed light on this critical question.

## If you are thinking of

### visiting/volunteering in an orphanage:

- [The Orphanage Industry](#) (30 seconds) A short introduction to the orphanage industry from ChildSafe.
- [The Love You Give - the untold story of orphanages](#) - YouTube (18 minutes). Two people who grew up in an orphanage tell their story and their message to volunteers and NGO's.

### General:

- [Documentary 'The Voluntourist': Is voluntourism doing more harm than good?](#) - YouTube (30 minutes) Hear about voluntourism from four voluntourists, several organisations receiving voluntourists and critics of the industry.
- [Library | Learning Service | Tips and Tricks for Learning Before Helping](#). A host of incredibly eye-opening and useful resources about volunteering and making a difference from the Learning Service. The Learning Service has many interesting blog posts and a fantastic book.



# WE CANT WAIT TO MEET YOU!



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