



**A 'How-To' Guide for Volunteer Coordinators
of Conference Volunteers**

Based on a report submitted by Trina Joshi, National UNV Volunteer,
to the XIX IAVE World Volunteer Conference
on Volunteering for Peace in Multicultural Societies
New Delhi, India
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A 'How-To Guide' for the Volunteer Coordinator of Conference Volunteers

I - Introduction

This 'How-To Guide' was prepared by a National United Nations Volunteers (NUNV) volunteer who was appointed as Coordinator of Conference Volunteers for the 19th IAVE World Volunteer Conference held in New Delhi from 9 to 14 November 2006. Its intention is to provide guidance for future volunteer coordinators bearing in mind that suggestions made are case specific and may need to be modified in light of the requirements of a particular assignment/conference.

The guidelines begin with a description of the Volunteer Coordinator's profile followed by a discussion of the expectations and role of the Coordinator as well as the various steps and tools used to ensure a successful outcome of the assignment. Pre- and post-conference management roles are outlined in separate sections and are followed by a brief conclusion.

II - Profile of the Volunteer Coordinator

The Volunteer Coordinator is to "act as a focal person for the mobilization of volunteers required for the organization and implementation of the conference". This profile also includes the management of the volunteers who are instrumental in helping the conference secretariat organize the logistics of the event.

The Coordinator of Conference Volunteers is thus responsible for:

- ❑ Preparing and implementing a management plan;
- ❑ Recruiting and training volunteers for the conference;
- ❑ Developing tools and materials used for the effective management of volunteers, including a volunteer database;
- ❑ Performing other functions related to the management of conference volunteers.

Expected Results:

- ❑ Clear communication with, and management of, volunteers established.
- ❑ Volunteer-appropriate activities assigned and carried out before/during/after the conference, and deadlines met.
- ❑ Coordination amongst volunteers achieved before/during/after the conference.
- ❑ Volunteers motivated to support participants during the conference.
- ❑ Volunteers recognized and appreciated for their contributions.
- ❑ Interested volunteers matched with new volunteering opportunities post-conference.
- ❑ A report produced documenting processes and management practices used, as well as lessons learned.

The Volunteer Coordinator must design and implement a management, recruitment, and training plan, develop effective management tools and materials, and help the volunteers meet mutual expectations, while monitoring their progress and resolving potential challenges faced by volunteers before and after the conference.

Assistance from the office of the Conference Secretariat and the Conference Organizing Committee is the greatest source of support in achieving these goals.

III – Implementation

Step One: Orientation

Orientation of the Volunteer Coordinator prepares her/him for the work and clarifies expectations on the part of the conference secretariat. The Volunteer Coordinator should receive an orientation concerning the entire purpose, design, and structure of the conference, as well as a run-down of the work completed to date and what is needed / being done at the current time. Further to this, her/his role in the preparation and execution of the same will be discussed. S/he should be introduced to the following aspects related to the conference:

- a) Background and history of the conference
- b) Purpose and theme of the conference
- c) Introduction to the conference organizer/s
- d) Organizational understanding concerning the positions and responsibilities of others within e) the Conference Secretariat
- f) Understanding of the range and complexity of activities underway that will ensure the effective implementation of the conference
- g) The role/expectations of the Volunteer Coordinator:
 - ❑ To hire and prepare a team of volunteers for logistical support
 - ❑ To keep cost-effectiveness in mind throughout the hiring process
 - ❑ To hire committed and competent volunteers

Step Two: Planning

A. Work Plan ([Annexure I](#))

A good orientation should successfully prepare the coordinator for all expectations/targets, and s/he may then design a viable Work Plan (or Plan of Action) in consultation with the conference organizers. The Work Plan will act as a road map for effective implementation of assigned roles.

- ❖ **Recommendations:** The coordinator must be flexible and ready to adjust/accommodate/adapt to last-minute changes throughout the conference. Nonetheless, an outline schedule will be useful.

B. Management Tools

Once the Work Plan is ready, volunteer-management tools should be designed and implemented. This list of tools should comprise:

1) Volunteer Database ([Annexure II](#))

The database contains items such as the name, contact details, time of availability, and hobbies or interests of the volunteers. The database serves as a resource for both the Volunteer Coordinator as well as the project authorities.

Post-conference, the coordinator may be required to share the database with the conference secretariat for its future reference and association with the volunteers.

2) Area Identification ([Annexure III](#))

To gain an understanding of for whom, for what, and where volunteers are required - in consultation with the central organizer and other members of the conference secretariat - the coordinator must identify the areas in need of volunteer assistance prior to and during the conference. Such areas could include:

Before the Conference:

- Dispatching invitation letters to all conference participants
- Preventing and eliminating duplicate invitations
- Telephoning embassies to invite diplomats
- Attending to on-the-spot calls for work (i.e. when they are requested for a particular task by the organizers)
- Helping prepare the conference compendium

During the Conference:

- Duties at the registration desk
- Streamlining the various programs of the conference (i.e., forums/track/workshops)
- Attending to the participants/guests
- Reporting/documenting the conference

Area identification is valuable because it offers insight into the number of volunteers that will be required to do the job. It also serves as a base from which the Coordinator can draw while briefing volunteers about the nature of their jobs.

3) Duty Chart ([Annexure VIII](#))

Once the areas for volunteer help are identified, the next task is to design a sample duty chart. It will only be a sample until the Coordinator has met the volunteers and determined their potential. Then s/he will be able to assign responsibilities accordingly.

A finalized duty chart should be developed a week or so before the event.

- ❖ **Recommendations:** The Duty Chart and volunteer coordination efforts will be impacted each time there is a change in the conference agenda. The Volunteer Coordinator will have to be flexible enough to redesign the Chart and accommodate the changes beforehand. This way, any potential issues should be resolved without affecting coordination and/or will avoid a major reshuffle of the Duty Chart.

4) Volunteers' Attendance Sheet ([Annexure IV](#))

Maintaining a log of the number of hours volunteers spend for their respective tasks, as well as an attendance sheet, is an effective way to monitor volunteers' regularity and commitment. It may be useful to maintain a separate log during the conference.

5) Reimbursement Slip ([Annexure V](#))

Ensuring the comfort and safety of the volunteers is also the responsibility of the Coordinator. Along with the conference organizers, it may be useful to predetermine the way in which volunteers could safely and comfortably commute by public transport and then be reimbursed for travel expenses.

6) Self-Monitoring

A self-monitoring mechanism should be developed whereby the Coordinator is able to take stock of her/his progress. To this effect, a daily record of all activities that can be regularly compared to the Work Plan may be useful. This tool will help the Coordinator to be introspective and to improve performance of the volunteers.

Step Three: Volunteer Management

A. Recruitment

Once the Volunteer Coordinator is well equipped with all the aforementioned tools, s/he may graduate to the next step, the recruitment of volunteers. The following initial questions may be useful in this process:

Q1. Who would be the best fit for a world conference of this magnitude and help the organizers with logistic arrangements?

Q2. How do I make volunteer-help cost-effective throughout the conference, in order to reduce the financial burden of the organizers?

Q3. Who should I approach?

Q4. How do I reach out to volunteers and make them aware of this opportunity?

The following recruitment tools may be required in order to reach out to volunteers:

- Request Letters ([Annexure VI](#)): It is not possible to contact each and every potential volunteer in person. If college/university/institute students are being hired, then the Principal/Head of the Department/Dean/the Student In-Charge may be approached through a well-drafted letter of request. It is easier for them to spread the message around.
- Posters ([Annexure VII](#)): Well-designed posters may serve as a message-cum-invitation for people who are interested in extending logistical support and the reporting/documentation services to the conference.
- Word of Mouth
- ❖ **Recommendations:** Recruitment should be approached with the requirements of the organizers and the *Areas of Volunteer Help* in mind. Once the message is well circulated in all the prospective places of

volunteer recruitment, the volunteers should contact the Coordinator themselves and express their interest. The Coordinator should prepare her/himself for handling queries over the phone and then instruct volunteers to visit the office for formal registration and a detailed briefing. This would help the Coordinator to get to know them better while, at the same time, providing them with opportunities to familiarize themselves with the nature of job. While recruiting, the number of volunteers required should be kept in mind; however, it is wise to register more than the anticipated need in order to prepare for any unforeseen circumstances (a person can never be coerced to serve as a volunteer and thus may not show up for an assigned duty).

B. Orientation of the Volunteers

As volunteers start to register, the Coordinator is required to introduce them to the central organizer and then to the organization and structure of the conference. Afterwards, the Coordinator should familiarize them with the concept of volunteerism and provide a briefing concerning the expectations and requirements of their job.

- ❖ **Recommendations:** Orientation and briefing should be completely transparent. Since, for example, volunteers may be required to stay at the conference venue late into the evening, their availability should be discussed prior to their joining the team. The Coordinator should also identify any particular benefits they can expect to receive. Travel reimbursement and other related policies should also be discussed at this stage. Volunteers may also have their own specific requirements and expectations. Under these circumstances, they also deserve concessions/leverage to the extent that it does not hamper conference operations.

C. Assignment of Activities

At this stage, the coordinator's task is to match volunteers with particular activities that best suit their strengths and interests. The following factors may be useful to consider during this process:

- Their background
- Their level of commitment
- The frequency or duration of their availability
- Their potential
- Their interests
- Their comfort level

These points should help the volunteer coordinator choose the best fit for each job before and during the conference.

- ❖ **Recommendations:** Prior to the conference, volunteers will not have fixed activity schedules. The coordinator should contact secretariat staff each day to confirm whether or not volunteer help is required. The volunteers may be then contacted according to their availability.

D. Training the Volunteers

This is the most important stage. Unless volunteers are trained appropriately, they may not be able to perform their functions or deliver optimum results. In regards to pre-conference tasks, volunteers may be trained on the spot according to the nature of the work required. However, volunteers must be trained for their duties during the conference prior to the event. To this effect, the following steps should be taken:

- ❑ Prepare a chart that identifies conference areas requiring volunteers ([Annexure III](#)).
- ❑ Create a core team for each task (e.g. a core team for welcoming guests, for coordinating tracks/workshops, etc.)
- ❑ Prepare a simple questionnaire ([Annexure IX](#)) that helps each core team leader better understand their tasks. This document may address questions such as where each event is taking place, at what time, who is organizing it, who the speaker is in a particular track/workshop, which volunteer is handling what job, etc. The volunteers could then gain a sense of the sequencing of events and learn about their fellow volunteers' tasks and positions, as well.
- ❑ Make photocopies of this questionnaire and distribute them to the team members.
- ❑ Prepare a separate duty chart for each volunteer and provide them with copies.
- ❑ Organize a tour of the conference venue to familiarize volunteers with their working environment.
- ❑ Distribute photocopies of the conference agenda to all volunteers, along with the copy of their duty charts. This gives them time to understand their duties and positions in relation to the design of the entire conference.
- ❑ Organize meetings at regular intervals to discuss the duties assigned and challenges faced in performing them. Volunteers should try to address these issues and attempt problem-solving initiatives together. Such forums are also useful for boosting the enthusiasm and confidence of the volunteers.
- ❑ Organize a final meeting the day before the event to discuss last-minute requirements and to mentally prepare for changes/issues that may arise during the conference.
- ❑ Appoint a Primary Volunteer to act as second-in-command in the absence of the Volunteer Coordinator. This Primary Volunteer must be well versed in all the activities and inner-workings of the conference.

- ❖ **Recommendations:** The best practice for pre-conference training is to assume the role of facilitator. The coordinator should only have to introduce the volunteer to the person who requires their help, and then that person can train the volunteer based on the results expected from them.

E. Regular self-monitoring and monitoring of the volunteers:

Monitoring is essential in order to gauge the performance of all volunteers, including that of the Coordinator. Along with monitoring comes motivation: The

volunteers will need constant motivation in order to fight flagging interests and/or energies.

- ❖ **Recommendations:** The only tangible benefit received by the volunteers is the Certificate of Appreciation. Nonetheless, there are various intangible benefits, such as exposure, the opportunity to interact and network with people from around the world, and the work experience volunteers acquire by the end of the conference. The coordinator should use these benefits as primary sources of motivation for the volunteers.

F. Management during the Conference

If the Areas of Volunteer Help are already chosen, the volunteers can be informed and trained in advance of the conference. This could make management during the conference less challenging for the Volunteer Coordinator.

1. For efficient management during the conference, the Coordinator must bring the following tools to the conference site:
 - ❑ The names and phone numbers of all the volunteers. Photocopies of this information can be distributed amongst the group members for better communication and coordination.
 - ❑ A master copy of volunteers' duty charts.
 - ❑ A copy of the conference agenda and reimbursement slips.
2. The Coordinator and the volunteers must stay in constant communication with each other as well as the other key organizers, through the use of mobile phones, etc.
3. At regular intervals, the Coordinator must visit the respective workstations of each volunteer to ensure that they are operating smoothly.
4. Volunteers must be instructed to arrive at the conference venue at least half an hour in advance of the commencement of conference activities.
5. At least a 10 minute briefing session must be organized before the volunteers start their duties each day.
6. A closing meeting should also be organized to review the entire day's work and to propose ways to improve upon it for the next day.
7. The Coordinator must make arrangements for food, in addition to the safe conveyance of volunteers to and from home during the conference.
8. It is advisable to keep one volunteer slightly less occupied in order to relieve another volunteer should they feel the need for it. However, the tasks should be distributed in such a way that the utilization of each volunteer's time and energy is optimized.

G. Post-Conference Management

In regards to the post-conference activities:

- ❑ Interested volunteers must be matched with future volunteering opportunities.
- ❑ A post-conference meeting must be organized to recognize and thank all volunteers for their help and to award them a Certificate of Appreciation. ([Annexure X](#))

IV - Conclusion

The role of Volunteer Coordinator should ultimately be understood as a leadership position. Like a leader, the Coordinator is responsible for ensuring team efforts meet the targets/requirements/expectations of the conference organizers. This calls for creating a close-knit team with clear channels of coordination and communication. A thorough understanding of the requirements of the conference organizers facilitates the design of a Work Plan and enhances the Volunteer Coordinator's ability to train volunteers to suit the purpose for which they are recruited. This coordination entails the responsibility of recruiting committed volunteers and assigning them jobs that compliment their potential. A mismatch could result in unmotivated or disorientated volunteers. The ultimate responsibility of the Volunteer Coordinator could be described as creating a synergy between the needs of the conference organizers, the Work Plan, and the talents and abilities of the volunteers.

Annexures

Annexure I – Work Plan

Annexure II – Volunteer Database

Annexure III – Area Identification

Annexure IV – Attendance Sheet

Annexure V – Reimbursement Slip

Annexure VI– Request Letter

Annexure VII – Poster

Annexure VIII – Final Duty Chart

Annexure IX – Questionnaire Sheet (During the Conference)

Annexure X – Certificate of Appreciation

Annexure 1: Work Plan

Pre-Conference Count-Down

9 Weeks (2 Months)

- 1) Meet with the Project Authorities
- 2) Receive briefing regarding conference

8 Weeks

- 1) Identify the areas for voluntary help and make a Work Plan (WP):
 - i) Design volunteer management tools for the recruitment process
 - ii) Estimate number of volunteers required
 - iii) Create list of potential venues for volunteer recruitment
 - iv) Create volunteer database
- 2) Draft letters and make posters to be displayed at selected venues
- 3) Establish contacts at and visit all selected venues for volunteer recruitment
- 4) Meet with these contacts on-site
- 3) Update the database as volunteers sign up

7 Weeks

- 1) Provide orientation and meet-and-greet for all volunteers
- 2) Introduce the volunteers to the staff members of the conference secretariat
- 3) Finalize the volunteer database
- 4) Organize a meeting of the volunteers with the project organizers
- 5) Visit the conference venue(s) to finalize event activities and schedule

6 Weeks

- 1) Assign jobs to volunteers as per the requirements of the secretariat
- 2) Train the volunteers
- 3) Create core teams and finalize tasks
- 4) Update the Work Plan

5 Weeks (1 Month)

- 1) Finalize transportation arrangements for the volunteer team
- 2) Organize a volunteer forum to address current challenges
- 3) Prepare a volunteer performance report
- 4) Take stock of overall progress and operations to date

4 Weeks

- 1) Train the volunteers for their specific tasks during the conference
- 2) Organize a tour to conference venue(s)
- 3) Train one volunteer who act as 'Second-in-Command'

3 Weeks

- 1) Have volunteers meet the conference participants/organizers who will need their assistance
- 2) Create a team of volunteers specifically for accommodation arrangements

and site-seeing activities

3) Arrange for the accommodation for the volunteers at the conference venue(s)

2 Weeks

- 1) Organize another volunteer forum
- 2) Provide detailed schedule (including participants, speakers, guests) and final briefing for All volunteers
- 3) Meet with the conference secretariat to arrange last-minute requests/requirements
- 4) Take stock of the team's performance to date
- 5) Update the Work Plan

One Week

- 1) Coordinate a conference rehearsal for the volunteers, using all pre-arranged tools and methods of communication

CONFERENCE – Week One

CONFERENCE – Week Two

Post-Conference: Week 1

- 1) Meet with the conference secretariat
- 2) Perform post-conference duties as discussed in this meeting, as well as in the Work Plan
- 3) Arrange a post-conference meeting for all volunteers
- 4) Prepare a feedback form
- 5) Arrange/coordinate the number of volunteers required for post-conference activities
- 3) Update the Work Plan

Weeks 2 & 3

- 1) Disburse the feedback form to all the volunteers and the conference secretariat
- 2) Begin writing the report

Week 4

- 1) Report writing

Week 5

- 1) Match volunteers with other volunteer recruiting agencies
- 2) Submit report

Annexure II: Volunteer Database

Sample

| # | Name | Skills | Institute | Availability | Address | Contact Number | E-mail |
|---|------------|---------------------------------------|---|---|--------------------------|----------------|--|
| 1 | Jane Smith | Writing, Designing, Photography | Newtown College, Journalism Hons. (1st yr) | Mon, Tues & Sat: 2:30 p.m. – 10:00 p.m. | 111 Third St. Newtown | 111222 3334 | jan smith@email.com |
| 2 | John Smith | Writing, Reporting, Research | Newtown College, Journalism Hons. (1st Yr) | Mon: 2:30 p.m. – 8:00pm/ Tues Thurs. & Sat: 2p.m – 10:00 p.m. | 222 Fifth St. Newtown | 111222 3335 | john smith@email.com |

Annexure III: Area Identification

Task

1. Follow up on the mailing lists

i) Delegates & Presenters

i) Foreign Presenters

ii) Presenters from Host Country

iii) Delegates from Host Country

iv) Corporate Delegates

v) Media/Publicity - Approaching the Press (Radio, T.V.)

2. Sponsors

3. Make Signage

i) Directions

ii) Local transportation (bus, subway, etc.)

iii) Provide delegate placards

iv) Provide speaker placards

4. Make Banners

i) Corridor announcements

ii) Hall backdrops

iii) Sponsor Boards

5. Design the newsletter

6. Make the volunteer schedule and charts

7. Coordinate and assign lecture halls for confirmed speakers

8. Assemble conference kits

9. Run Media Info Desk

10. Compile the Compendium of Conference papers

i) Verify the list of names

ii) Ensure that papers have been received and are formatted correctly

iii) Format them correctly, if not

11. Locate/provide food coupons

12. Schedule volunteers for various ad-hoc programs

13. Arrange transportation for the duration of the event

14. Assign reporting responsibilities - for the main event/ cultural events

Annexure IV: Attendance Sheet

Volunteers attendance sheet Number of hours

9th Sep

Volunteer A 2 hrs

Volunteer B 2 hrs

18th Sep

Volunteer A 2 hrs

Volunteer C 2 hrs

Volunteer D 2 hrs

19th Sep

Volunteer B 1:30 mins

Volunteer D 2 hrs

20th Sep - Volunteer Meeting

Volunteer A 1 hr

Volunteer B 1 hr

Volunteer C 1 hr

Volunteer D 1 hr

Volunteer E 1 hr

Volunteer F 1 hr

Volunteer G 1 hr

21st Sep

Etcetera

Annexure V: Reimbursement Slip

PEOPLES INSTITUTE FOR DEVELOPMENT AND TRAINING
A-12, Paryavaran Complex, Saket Maidangarhi Road, New Delhi – 110 030.

CONVEYANCE BILL

| Date | Time in | Time out | From | To | Mode of Transport | Cost | Purpose | Project |
|------|---------|----------|------|----|-------------------|------|---------|---------|
| | | | | | | | | |

Name :
Designation :

Date :
Signature :

PEOPLES INSTITUTE FOR DEVELOPMENT AND TRAINING
A-12, Paryavaran Complex, Saket Maidangarhi Road, New Delhi – 110 030.

CONVEYANCE BILL

| Date | Time in | Time out | From | To | Mode of Transport | Cost | Purpose | Project |
|------|---------|----------|------|----|-------------------|------|---------|---------|
| | | | | | | | | |

Name :
Designation :

Date :
Signature :

Annexure VI: Request Letter

To
15/09/2006
The Principal
Lady Sriram College
University of Delhi
Lajpat Nagar - IV
New Delhi - 110067

Date:

Sub: Seeking volunteers for the XIX IAVE World Conference in Delhi.

Dear Madam,

The International Association of Volunteer Effort (IAVE), in association with the United Nations Volunteers, the People's Institute for Development and Training and the IAVE India, is organizing the XIX IAVE World Conference - "Volunteering for Peace in Multicultural Societies" - from 10 to 14 November, 2006, at the India Habitat Centre, New Delhi. Preceding this event, we have a two day International Youth Conference at Gandhi Smriti and Darshan Samiti, Rajghat, New Delhi.

As you know, the IAVE is a worldwide organization with a membership base in about 80 countries across the various continents. It organizes itself around biannual World Conferences alternating with biannual Regional conferences and exists to promote the spirit of Volunteering. It has successfully worked with governments, especially in the Asia-Pacific, to increase Volunteering content within their countries and evolve better laws to enable it to happen.

In the current event, the XIX IAVE World Conference will bring together about 1000 persons from at least 60-80 countries interested in Volunteering, where leaders and managers of large Civil Society organizations, Corporate, Government representatives, academics, or Business and Volunteer based Organization are going to be present.

We seek your collaboration in the success of this venture in showcasing the strength of Indian volunteering, and we would appreciate if you could encourage the students of your college to help us organize the logistics of the conference. We shall give due credit to all the volunteering students.

With best regards

Yours sincerely

Subhachari Dasgupta
Conference Chair

Annexure VII: Sample Poster

Be a Volunteer at the IAVE World Volunteer Conference!



An opportunity to be a part of a GLOBAL MEET of participants from 80 countries!
At the XIX IAVE World Volunteer Conference on Volunteering for Peace in
Multicultural Societies.

The organisers need your help for this important event, so volunteer now!

When:

November 10-14, 2006

Where:

The India Habitat Centre, Lodhi Road, New Delhi

How:

Please contact the organisers today and discuss how you can contribute

Who to contact:

Conference Secretariat:

People's Institute for Development and Training, A 12 Paryavaran Complex,
Maidangarhi Road, New Delhi 110030 Fax: 29532408, 29531282, 29531296

Email: piddt@del6.vsnl.net.in Website: www.volunteerindia.org Tel: 9818222617

Supported by:



Annexure VIII: Final Duty Chart

Name: Jane Smith – Volunteer # 16

| Date | Time | Venue | Event | Responsibility | Arrangement | Dress Code |
|----------|--------------------------|------------------|------------------|--------------------|------------------------------|--------------------------------|
| 10.11.06 | 6:30 - 9:30 pm | Stein Auditorium | Opening Ceremony | Backstage | | (E.g.) Indian - Salwar Suit |
| 11.11.06 | 11:30 - 1:00 pm | Silver Oak | Track I | Backstage | | Indian - Salwar Suit |
| | 2:00 - 3:30 pm | Jacaranda I | Workshop 7 A | Anchor/Coordinator | Amalgamate the presentations | Indian - Salwar Suit |
| | 3:30 - 4:00 pm TEA BREAK | | | | | |
| | 4:00 - 5:30 pm | Jacaranda I | Workshop 7 B | Anchor/Coordinator | Amalgamate the presentations | Indian - Salwar Suit |
| 12.11.06 | 11:30 - 1:00 pm | Silver Oak | Track II | Backstage | | Indian - Salwar Suit |
| | 2:00 - 3:30 pm | Magnolia | Workshop 7 C | Anchor/Coordinator | Amalgamate the presentations | Indian - Salwar Suit |
| | 3:30 - 4:00 pm TEA BREAK | | | | | |
| | 4:00 - 5:30 pm | Magnolia | Workshop 7 D | Anchor/Coordinator | Amalgamate the presentations | Indian - Salwar Suit |

Annexure IX: Questionnaire Sheet (During the Conference)

IAVE World Volunteer Conference 2006 – New Delhi, India Main event Planning Sheet

Nov 10

2:00 – 6:30 p.m.

Registration

- Where will the registration desk be?
- Who will sit at the desk?
- Who is organizing this?
- What is planned for the participants once they are through with their registration?
- Who is going to look after that?

7:00 -8:30 p.m.

Opening Ceremony

- Who is comparing?
- Who is inaugurating?
- What is being planned?
- Is he/she confirmed?
- What room is it in?
- How many people are expected?
- Who is organizing this?
- Who is covering it?

8:30

Cultural Evening and Dinner

- What is planned/scheduled?
- Who are the performers?
- Where is the venue for the cultural programs?
- What is being served?
- Where is it being served?
- Who is organizing the two events?
- Who is covering it?

Nov 11

9:30 a.m. – 11 a.m.

Plenary I Volunteering for Peace in Multicultural Societies

- Who is comparing?
- Who are the panelists?
- How many, and are they confirmed?
- Number of participants?
- Which room is it in?
- Who is organizing it?
- Who is covering it?

11:00 – 11:15

Launch of GCVC

- What is planned/scheduled?
- Who is comparing/introducing it?
- How many participants?
- Any special speakers?
- Is she/he confirmed?
- Who is organizing it?
- Venue?
- Who is covering it?

11:15 – 11:30

Tea Break

- What is being served?
- Where is it being served?
- Who is organizing this?

(AND SO ON...)

OTHER QUESTIONS:

- Do you have a facility map that identifies where people are sleeping, meeting, eating, etc?
- How is the registration process, on site, being taken care of?
 - o How will delegates be greeted?
 - o Is there a table with name tags/welcome bags?
- Is there a list of items they need to bring with them (i.e. sleeping bags)?
- Can you send a preliminary list of delegates registered for the youth forum?
- When and where will the exhibition be held?
 - o How many posters are you accepting, or have space for?
 - o We can ask delegates to prepare something to display at the youth forum.
 - o We can also ask major youth organizations to send a display.
 - If we do this, we will need information like a mailing address they can send it to, and the criteria for the display, such as...
 - Title of Project, Name(s) of coordinators, Brief summary of when, where and how the project was done, the purpose/objectives of the project, the impact, recommendations for the future and photos.
 - o Who is organizing this?
- For the resolution to be presented at the larger conference, is it a paper or a visual piece (i.e. poster, PowerPoint presentation, or a group expression/presentation) that is expected?
 - o Nov. 12th
 - How much time do we have to present the resolution?
 - Where will the resolution be presented, and is it to the entire delegation?
 - o Nov. 13th
 - During the Valedictory of the conference, how much time do we have to elaborate on the 'resolution' (Youth Worldview on Volunteering for Peace and overcoming Poverty)?
- How far is this venue from the venue that we are having the IAVE board meeting?
- How far is this venue from the venue for the larger conference?
- What is the budget for all of the above?
 - o How much can be spent on speakers?
 - i.e. Can we bring in speakers from outside of India?

NOTE: Carlos and I will ensure we are there at the youth forum, for as much of it as possible. We will need to discuss with Liz about us missing the board meeting and whether that will pose a conflict or not.

NOTE: I can suggest speakers to bring in, but it will depend on the budget and how much we can afford.


Annexure X: Certificate of Appreciation

International Association for Volunteer Effort

This is to recognise with appreciation the participation of

Aman Joshi

*as a VOLUNTEER on the occasion of the
XIX IAVE World Volunteer Conference
“Volunteering for Peace in Multicultural Societies”,
New Delhi, India, November 10-14, 2006*


Ad de Raad
Executive Coordinator
United Nations Volunteers


Subhachari Dasgupta
Chairman
PIDT


Dr. Liz Burns
World President
IAVE



Host: People's Institute for Development and Training (PIDT), People's House, A-12 Paryavaran Complex, Saket-Maidangarhi Road, New Delhi 110 030 India website : volunteerindia.org