

Organiser Handbook

About this handbook

This handbook brings together all five organiser guides: (1) Event Management Checklist · (2) Risk Assessment Matrix · (3) Day-of-Event Operations Checklist · (4) Volunteer Briefing Pack · (5) Problem-Solving Scenarios.

Share with all core team members and review together at the final pre-event briefing meeting.

Event: [Event Name] | Date: [Date] | Venue: [Venue] | Lead Organiser: [Name / Phone]

GUIDE 1 – EVENT MANAGEMENT CHECKLIST

Use this master checklist throughout the planning phase. Assign an owner and target date to every item.

PHASE 1 – PRELIMINARY (12+ weeks before event)

Task	Owner	Target date	Status
Confirm objectives, themes, and target participant profile	[]	[]	<input type="checkbox"/>
Decide format (in-person / hybrid / virtual) and event duration	[]	[]	<input type="checkbox"/>
Assemble core organising team and assign roles	[]	[]	<input type="checkbox"/>
Produce initial project charter / brief	[]	[]	<input type="checkbox"/>
Set event date and check institutional calendar	[]	[]	<input type="checkbox"/>
Develop budget and secure institutional approval	[]	[]	<input type="checkbox"/>
Identify and book venue	[]	[]	<input type="checkbox"/>
Launch mentor and judge recruitment	[]	[]	<input type="checkbox"/>
Identify sponsorship or external funding needs	[]	[]	<input type="checkbox"/>
Prepare promotional materials (poster, flyer, social assets)	[]	[]	<input type="checkbox"/>
Open participant registration	[]	[]	<input type="checkbox"/>

PHASE 2 – PREPARATION (6–2 weeks before event)

Task	Owner	Target date	Status
Close registration and form balanced teams	[]	[]	<input type="checkbox"/>
Notify participants; distribute welcome pack	[]	[]	<input type="checkbox"/>
Confirm mentors and judges; run orientations	[]	[]	<input type="checkbox"/>
Finalise challenge brief and distribute background materials	[]	[]	<input type="checkbox"/>
Run pre-hackathon training session(s) for participants	[]	[]	<input type="checkbox"/>
Confirm catering and dietary accommodations	[]	[]	<input type="checkbox"/>
Test all technology on-site; identify backup plans	[]	[]	<input type="checkbox"/>
Prepare all physical materials (badges, folders, stationery)	[]	[]	<input type="checkbox"/>
Assign day-of roles to every team member and volunteer	[]	[]	<input type="checkbox"/>
Brief volunteers (see Guide 4)	[]	[]	<input type="checkbox"/>
Conduct risk assessment (see Guide 2)	[]	[]	<input type="checkbox"/>

PHASE 3 – EVENT EXECUTION (see Day-of Checklist, Guide 3)

PHASE 4 – POST-EVENT (within 1 month)

Task	Owner	Target date	Status
Send thank-you communications to all stakeholders	[]	[]	<input type="checkbox"/>
Distribute certificates and digital badges	[]	[]	<input type="checkbox"/>
Collect and analyse feedback surveys	[]	[]	<input type="checkbox"/>
Produce final event report and budget reconciliation	[]	[]	<input type="checkbox"/>
Conduct organiser debrief meeting (see Annex 4.4)	[]	[]	<input type="checkbox"/>
Share key outcomes with partner countries (DigiCollab)	[]	[]	<input type="checkbox"/>
Document lessons learned and update templates for next edition	[]	[]	<input type="checkbox"/>

GUIDE 2 – RISK ASSESSMENT MATRIX

Complete this matrix at least 4 weeks before the event. Review again 1 week before. Assign a named owner to each risk.

Risk scoring: Likelihood (1 = Unlikely → 5 = Very likely) × Impact (1 = Minor → 5 = Critical) = Risk score. Score ≥12 = high priority.

Risk	Likelihood (1-5)	Impact (1-5)	Score	Mitigation	Owner
Low participant registration	3	5	15	Early outreach to 5+ partner schools; extend deadline if needed; activate teacher-nomination pathway	[]
Key organiser unavailable on event day	2	4	8	Document all tasks and contacts; assign deputies for every role	[]
Venue problem (double-booking, access issue)	2	5	10	Confirm in writing 2 weeks before; identify backup venue; have venue contact phone ready	[]
Internet / technology failure	3	5	15	Mobile hotspot on standby; offline collaboration activities prepared; tech support on-site	[]
Mentor cancellations (day-of)	3	3	9	Recruit 20% more mentors than needed; maintain standby list; coordinator can step in	[]
Participant welfare concern	2	5	10	First aid kit on-site; trained person designated; emergency contacts collected at registration	[]
Behaviour / code of conduct violation	2	4	8	Code of conduct signed by all; designated contact person published; escalation procedure defined	[]
Catering failure / dietary issue	2	3	6	Confirm dietary list with caterer 48hrs before; backup snacks on-site; menus displayed	[]
Weather / transport disruption	2	3	6	Share public transport options in advance; hybrid fallback available; communicate early if delays	[]
Key equipment failure (projector, PA)	3	4	12	Test all equipment morning of event; spare cables/bulbs; technical contact on call	[]
[Add event-specific risk]	[]	[]	[]	[]	[]

GUIDE 3 – DAY-OF-EVENT OPERATIONS CHECKLIST

PRE-EVENT SETUP (07:00–08:30)

- Organising team arrives; final venue walkthrough
- Test all technology: projector, sound, internet, video conferencing if hybrid
- Registration desk ready: name badges organised, sign-in sheets prepared
- Catering arranged: breakfast/coffee set up, dietary items labelled
- Team tables set up: materials, notebooks, markers, sticky notes in place
- Signage posted: entrance, team tables, toilets, emergency exits, catering area
- Background music playing (energising but not distracting)
- All team members at their assigned positions

REGISTRATION & MORNING (08:30–09:45)

- Welcome participants individually as they arrive
- Check names against registration list; distribute badges and welcome folders
- Direct participants to colour-coded team tables
- Collect any outstanding consent/waiver forms
- Brief mentors: confirm rotation schedule, challenge details, and coordinator contact
- Opening ceremony: emcee welcomes everyone; event overview; theme introduction

DURING THE EVENT – ONGOING

- Facilitators circulate every 30–45 min; check team progress with traffic-light cards
- Mentor coordinator manages rotation schedule; mid-event mentor huddle
- Timekeeper signals schedule transitions; catering breaks on time
- Documentation: photographer active; consent verified before sharing images
- Social media manager posts content per the Live Event Social Media Plan
- Tech support monitors connectivity; backup hotspot charged and available
- Handle any welfare concerns or code-of-conduct issues per documented procedures

FINAL SESSION & CLOSE

- Presentations briefing: format, timing, judging criteria communicated to teams
- Judge briefing: 20-min session; distribute score sheets; confirm deliberation process
- Time each presentation strictly: 10 min presentation + 5 min Q&A
- Deliberation: tabulate scores, discuss discrepancies, confirm rankings
- Awards ceremony: celebrate all teams before announcing placements
- Group photos: all participants, all participants + mentors + judges, winners
- Immediate feedback surveys distributed before anyone leaves
- Venue clear-up: materials collected, venue left as found

GUIDE 4 – VOLUNTEER BRIEFING PACK

Share this pack with volunteers at the final pre-event briefing. Volunteers should read it and confirm receipt.







Welcome and thank you

Thank you for giving your time to make this event possible. Your role is important – participants' first impressions of the hackathon will be shaped largely by the welcome and logistics support you provide.

Event details

Item	Detail
Event	[Event name]
Date(s)	[DD-DD Month YYYY]
Venue	[Name, address, how to get there]
Your arrival time	[30–45 min before participants]
Dress code	Smart casual – wear the event lanyard / T-shirt if provided
Your coordinator	[Name, phone number]
Emergency contact	[Name, phone number]

Volunteer role descriptions

Role	Key responsibilities	Skills needed
 Registration	Welcome participants, check them in against list, hand out badges and folders. First impressions matter – be warm and calm.	Organised, approachable, calm under pressure
 Room Support	Monitor sessions, keep time, signal speakers when time is nearly up. Essential for keeping the programme on schedule.	Reliable, discreet, comfortable with timepieces
 Documentation	Photograph key moments per the shot list. Upload to shared folder in real time. Verify consent before photographing anyone.	Photography basics, cloud app on phone
 Technical Support	Assist participants with tools, connectivity, and equipment. Most useful during set-up and hybrid/virtual elements.	Tech-savvy, patient with non-technical users
 Runner	Handle last-minute logistics: fetch supplies, relay messages, solve small problems as they arise.	Proactive, quick-thinking, knows the venue
 Participant Support	Check in with teams, answer practical questions, flag concerns to the organising team.	Empathetic, calm, knows the event programme

What to expect and what to do if...

Situation	What to do
Participant seems distressed or overwhelmed	Approach calmly. Ask if they need a quiet moment or some help. Notify the participant coordinator.
A participant is unwell	First aid kit is at [location]. First aider is [name]. Call emergency services if needed: [number].
Technology stops working	Notify the tech support volunteer immediately. Don't attempt to fix it alone if you're unsure.
There's a conflict between participants	Do not intervene directly in disputes. Notify the lead organiser immediately.
You're unsure what to do	Ask your coordinator first. Don't guess — it's always fine to check.

Important boundaries

- Do not share participants' personal information or photos on your personal social media without explicit permission
- Do not offer opinions on judging or the comparative quality of teams' work
- Do not take on tasks outside your assigned role without checking with your coordinator
- If you need to leave early, tell your coordinator immediately — do not just disappear

Recognition

You will be publicly acknowledged during the closing ceremony. A Certificate of Volunteer Service will be issued within 14 days. A written reference is available on request — speak to the lead organiser.

I confirm I have read and understood this briefing: _____ Date: _____

GUIDE 5 – PROBLEM-SOLVING SCENARIOS

Quick reference guide for organisers and facilitators. Use these decision trees when common problems arise on the day.

Scenario	Immediate response	If not resolved in 30 min
Team has no viable idea after 2+ hours of ideation	Mentor visits: introduce HMW questions and Crazy 8s. Narrow challenge scope. Suggest combining two weak ideas.	Lead organiser has a direct conversation. Consider whether the challenge brief needs clarification for this team.
Significant conflict within a team	Facilitator intervenes: cooling-off period. Mediate a structured conversation focused on shared goals.	Lead organiser decides whether to restructure the team. Document the incident.
A team member withdraws or becomes unwell	Participant coordinator checks in. Notify family/guardian if under 18. Document.	If team now has <3 members: organiser may pair them with another team or adjust the challenge.
Judge does not appear	Contact immediately. Minimum 3 judges required. Standby judge activated. If 2 judges only, proceed – score averaging still valid.	Lead organiser makes final call on whether to delay presentations.
Presentation technology fails	Tech support troubleshoots (max 3 min). Team continues verbally or with printed materials.	Manual score sheets used. Presentations recorded if possible for review.
A participant reports a Code of Conduct violation	Designated contact person takes private statement. Assess severity. Decide: verbal warning, removal, or further action.	Lead organiser involved for all cases beyond verbal warning. Document in writing.
Catering does not arrive / is insufficient	Runner dispatched to nearest source. Participants notified of delay.	Lead organiser contacts caterer. Backup snacks deployed. Adjust schedule if needed.
Registration significantly lower than target	On the day: proceed with what you have. Focus on quality over numbers.	Post-event: analyse what drove low numbers and update the marketing strategy for next edition.

Golden rule for problem-solving on the day

Stay calm and visible. Participants take their cue from you. If you look panicked, they will too. Escalate quickly – do not try to handle everything alone. Your whole team is there to help. Document everything – even minor incidents. Notes taken in real time are invaluable for future editions.