Volunteer Coordinator Volunteer Manual

Revision	Description
V26-27.1	Initial 2026-27 Season Release
V26-27.2	Updated links in “Useful Links and Information” section

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Overview

Roles Covered: Volunteer Coordinator

Job Description

The Volunteer Coordinator is an administrative and customer service role that oversees all major communications and planning for volunteer recruitment, selection, registration, support, and recognition at an event.

Requirements	
Technical	Medium
Physical	Low
Administrative	High
Communication	High
Pre-event Training	High

Time Commitment

Volunteer coordinators should expect to spend 10-12 hours at a full day event and 5-6 hours at a league meet. 6-15 hours of pre-event training and planning are required, depending upon the size of the event and the number of volunteers required for the event. Time commitments for Volunteer Coordinators can vary depending on experience, working arrangements with the Program Delivery Partner, and the size of the event. Below is an estimated amount of time you may spend on staffing for an event:

Time Commitment Estimate	
3-6 months before the event	Between 1-6 hours a week
2-3 months before the event	Between 6-10 hours a week
1 month before the event	Between 10-15 hours a week
At League Meet	5-6 hours
At a Full Day Event	12-14 hours

The Volunteer Coordinator role may be a higher time commitment for those who are participating in the role for the first time. Suggestions for how to split responsibilities of this role between multiple individuals can be found in the Roles and Responsibilities section of this document.

Attire

- Comfortable closed-toe, closed-heel shoes, much of the day will involve moving through the venue.
- ANSI Z87.1 or regional equivalent certified safety glasses are required in team pits and competition areas.
- As one of the event leaders, comfortable professional wear is encouraged.

Training and Certification

Read and complete all tasks listed in the Pre-Event Training section.

Any volunteer who applies to a role will be able to get into the Learning Management System (LMS) using the *'FIRST* Training' quick link on your Volunteer Dashboard. Roles with the training required will appear in the 'roles missing certification' area. For more help, you can read more about how to access your training.

If you have applied for a role but have not received access to the training, please email training@firstinspires.org. A separate confirmation of the role assignment will come later.

Volunteer Coordinators are required to complete the *FIRST* Data Protection and Privacy Training for volunteers, which is accessible through the Volunteer Dashboard. This training provides information about how to responsibly manage personally identifiable information that may be received at events. The approximate training time is 60 minutes.

The Volunteer Coordinator should speak to the **Event Director** to find out what additional requirements, such as meetings or run-throughs of the event space, need to happen before the event.

All Volunteers are expected to read and comply with the Volunteer Handbook.

Roles and Responsibilities

> ***FIRST* is fun for all.** The most important role of a volunteer is to provide a safe, fun, and welcoming environment for all *FIRST* participants. When executing the duties of your role, always make decisions with team experience in mind. Ask for help from event leadership if you feel your required duties conflict with the best team experience.

Volunteer Coordinator

The role of a Volunteer Coordinator can be split into these major categories: Recruit volunteers to staff an event, assign volunteers, function as the main liaison for volunteers, plan volunteer recognition activities, other pre-event responsibilities and event-day responsibilities.

Responsibilities of the Volunteer Coordinator	
Recruit Volunteers to Staff an Event	Consult with Program Delivery Partner (PDP) and Event Director to establish which volunteers are already committed to this event
	Determine who the key volunteers are for the event
	Recruit volunteers through various means such as utilizing social media, partnerships with other organizations, or collaborating with alumni
Assign Volunteers	Confirm volunteers have completed Youth Protection Screening
	Confirm volunteers have completed training
	Review and select the best fit volunteers for the role
	Assign the Volunteer in the Volunteer Management System
Act as the Main Liaison for Volunteers	Send out communications regarding event schedule and expectations of the day

Responsibilities of the Volunteer Coordinator	
	Answer questions volunteers have around the application process or event
Manage Volunteer Hospitality	Work with Event Director to order volunteer apparel or other materials ahead of the event
	Discuss Volunteer meals and headcount with Event Director
	Other Volunteer Hospitality Activities
Other Pre-Event Responsibilities	Attend pre-event planning meetings
Event-Day Responsibilities	Oversee volunteer check in process and confirm volunteer attendance
	Manage the execution of onsite volunteer recognition activities such as setting up volunteer merch tables, giving out volunteer of the year awards, etc.
After Event Responsibilities	Follow up with the Volunteers

Due to the number of responsibilities expected of the Volunteer Coordinator, it is common for *FIRST* Tech Challenge Program Delivery Partners to split these responsibilities amongst multiple people. Below are some examples of common methods for managing the Volunteer Coordinator responsibilities:

Volunteer Recruiter

Some regions create a separate role that is focused on just the volunteer recruitment responsibilities. This is usually a behind the scenes role that focuses on establishing local relationships to recruit more volunteers.

Volunteer Administrator

Volunteer Administrators are behind the scenes working on assigning volunteers in the Volunteer Management System and managing all pre-event responsibilities associated with volunteer assignments.

> These are just a few examples of different ways of splitting up Volunteer Coordinator responsibilities. Please check with the Event Director or PDP to confirm the specific responsibilities you will be expected to perform in this role.

Prerequisites for Volunteer Coordinator

A Volunteer Coordinator must have previous experience managing and communicating with multiple volunteers. In addition, the Volunteer Coordinator must complete the required *FIRST* Training course and PII training before the event as they will be managing sensitive information. They must also review and be familiar with the major volunteer roles (Volunteer Role Descriptions).

Additionally, Volunteer Coordinators must review and be familiar with the common tools utilized in this role such as the Volunteer Registration System and Volunteer Management System. Before the Event

The Volunteer Coordinator should review the VMS (Volunteer Management System) user guide and familiarize themselves with the resources available to assign, review, schedule, and notify volunteers of their assignment. The Volunteer Coordinator must ensure that volunteers have successfully completed their background screening, and any certifications required for the role.

Pre-Event Training

The Volunteer Coordinator must complete the required reading in this section and are required to pass a certification test prior to serving in this role.

Resources for training and certification:

Volunteer Coordinator Pre-event Training List	
Requirement	Resource
Required	The **Volunteer Coordinator Volunteer Manual** (this document)
Required	The Competition Manual – specifically: • Section 3: Competition Eligibility and Inspection (I) • Section 4: Advancement • Section 5: Event Rules (E) • Section 8: Game Overview
Required	Complete the *FIRST* Data Protection and Privacy Training
Encouraged	**Welcome to FIRST** https://training.firstinspires.org/courses/welcome-to-first
Encouraged	Competition Manual – specifically: • Section 2: *FIRST* Season Overview • Section 11: Game Rules (G)
Encouraged	Complete Strategies for Inspiring Success for All modules.
Optional	Watch the game animation video for a general understanding of the game
Required	Complete the Volunteer Coordinator certification test located within the *FIRST* Learning System. (For volunteers outside of North America without a *FIRST* Dashboard Account use the PDF to self-certify)

Recruit Volunteers to Staff an Event

One of the most important responsibilities the Volunteer Coordinator performs is recruiting volunteers for the event. Before beginning the recruitment process for volunteers, you should know what roles you are recruiting for, how many volunteers to recruit and how to recruit! The following tools provide guidance on each of the key areas Volunteer Coordinators should be familiar with before starting the recruitment process:

- What roles are you recruiting for: Volunteer Role Descriptions
- Appendix A: Recruiting Volunteers

The sections below explore the three main recruitment responsibilities a Volunteer Coordinator will perform for an event:

Recruit Volunteers to Staff an Event
Consult with Program Delivery Partner (PDP) and Event Director to establish which volunteers are already committed to this event
Determine who the key volunteers are for the event
Utilize various recruitment mechanisms such as social media, partnerships with other organizations, or collaborating with alumni

Consult with the Event Director, PDP, or Planning Committee

Many *FIRST* Tech Challenge regions have an established pool of key volunteers, organizations, and alumni that are used to staff events. Likewise, an established Event Director or event planning committee may have a pool of volunteers already committed to a specific event.

Volunteer Coordinators should consult with the Event Director, or other members of the planning committee, to get a preliminary headcount on volunteers. Asking questions like: "Are there volunteers already committed to this event," or "is there a volunteer pool we usually work with," is the best place to start the recruitment process.

> Some events may have a dedicated planning committee. This is often a group of Lead Volunteers that work together to plan an event. Review the Tournament Guide or information on suggested planning committee roles.

Determine Who the Key Volunteers are for the Event

Lead volunteers (or Key Volunteers) are the volunteer positions that have other volunteers reporting directly to them. Volunteer Coordinators should focus on staffing the Key Volunteer roles first for the following reasons:

1. Training - These positions require training and, in many cases, certification. The earlier these roles are assigned, the sooner the training can be completed.
2. Recruitment - Lead volunteers may also be able to help with recruiting volunteers for other roles at the event.
3. Selection – Some Key Volunteer roles, such as Head Referee and Judge Advisor, may participate in the final volunteer selection for the roles they oversee.

The following roles are considered Key Volunteer Roles and should be prioritized for recruitment.

Key Volunteers	
Head Referee	Lead Field Inspector
FIRST Technical Advisor	Lead Queuer
Judge Advisor	Pit Administrator
Lead Scorekeeper	Field Supervisor
Lead Robot Inspector	Volunteer Coordinator

Key Volunteers should have prior experience with *FIRST* Tech Challenge and the role they are serving in, though that may not always be the case. For more information on what to consider when recruiting Key Volunteers, review the Volunteer Role Descriptions.

Utilize Various Recruitment Mechanisms

Beyond the established volunteer pool, additional volunteers may be needed to staff the event. Volunteer Coordinators may need to utilize several different mechanisms to recruit additional volunteers such as posting on social media sites, reaching out to local organizations, or sending email blasts to other community groups.

> Please review Appendix A: Recruiting Volunteers for additional information and to find suggestions for recruiting volunteers.

Assign Volunteers

Once volunteers are recruited, they need to be assigned to the most fitting position. Since *FIRST* Tech Challenge is a youth organization, volunteer assignment is more than just assigning a volunteer to the best fit role. Volunteer Coordinators must work with *FIRST* systems like the Volunteer Registration System and the Volunteer Management System, to make sure that the volunteer has completed the necessary training and Youth Protection screening required to participate in their role.

To sign up for an event, the volunteers will utilize the Volunteer Registration System. Once the volunteer has signed up for a role, the Volunteer Coordinator will be able to see the volunteer under their preferred roles in the Volunteer Management System. The Volunteer Coordinator can then complete the following tasks:

Assign Volunteers
Confirm volunteers have completed Youth Protection Screening
Confirm volunteers have completed training
Review and select the best fit volunteers for the role
Assign the Volunteer in the Volunteer Management System

Understanding the Volunteer Management System

Volunteer assignment activities occur in the *FIRST* Volunteer Management System (VMS), which is a custom system designed to help in management of event volunteers. Through VMS, Volunteer Coordinators can check a volunteer's YPP Screening, confirm volunteer details, and assign volunteers. While other tools can be used on top of VMS to manage volunteers (such as Excel), VMS must be used to assign volunteers and validate the completion of the YPP Screening.

> When interacting with the Personal Identifiable Information (PII) of volunteers, Volunteer Coordinator must abide by the *FIRST* Privacy Policy.

Review the VMS Resources below for more information on how to use VMS to assign volunteers.

- VMS User Guide
- VMS Training Videos

> Volunteer coordinators may be any designated individuals the partner feels should have access to the information stored in the volunteer management system. This includes, but is not limited to event committee members, Event Directors, key volunteers, etc.

Confirm Volunteers have Completed Youth Protection Screening

All volunteers over the age of 18 must complete a Youth Protection Screening before they can be assigned to a volunteer role in the Volunteer Management System. The Youth Protection Screening is a background check that is provided by *FIRST*, in partnership with Sterling, and can be accessed by the volunteer through the Volunteer Registration System.

> Please note our systems only cover US and Canada. If you are Outside of these areas in North America, you will just need to accept the youth protection policy.

Many first-time volunteers are unaware that Youth Protection Screening is required ahead of an event. If a volunteer has not yet completed the Youth Protection Screening, the Volunteer Coordinator should contact the volunteer to provide guidance on this process. *FIRST* has the following resources that can assist volunteers with completing this requirement.

- Volunteer Registration User Guide – Page 12 provides guidance on how to access the screening in the Volunteer Registration System.
- Volunteer Screening Guide

> Information on how to see if the volunteer has completed the Certification, required screening or other volunteer details can be found in the Volunteer Details section of the Volunteer Management System User Guide.

Confirm Volunteers have Completed Training

Many volunteer positions need training and certification before volunteering at the event. The chart below outlines the roles that have training manuals, *FIRST* Training courses, or required certification testing.

Training and Certification by Role			
Role	**Training Manual**	***FIRST* Training Course**	**Certification/ Test**
Control System Advisor (CSA)	X	X	X
FIRST Leadership Award Interviewer	X	X	X
FIRST Leadership Award Reviewer	X	X	X
Emcee and Game Announcer	X	X	
Event Director	X	X	
Field Resetter			
Field Supervisor	X	X	X
FIRST Technical Advisor (FTA)	X	X	X
Head Referee	X	X	X
Judge	X	X	X
Judge Advisor	X	X	X
Pit Admin Supervisor	X	X	X
Lead Queuer	X	X	X
Queuer			
Referee	X	X	X
Lead Robot Inspector	X	X	X
Robot Inspector	X	X	X
Scorekeeper	X	X	X
Volunteer Coordinator	X	X	X

If a role requires certification, the Volunteer Coordinator will be able to tell whether the certification has been completed or not in the Volunteer Management System.

Review and Select the Best Fit Volunteers for the Role

Once the volunteer has completed the Youth Protection Screening and training requirements for a role the next step is to select the best fit volunteer for the role. We recommend collecting as much information as possible on a volunteer to determine if they are a good fit for the role. Consider asking some of the following questions:

How to Determine if a Volunteer is a Good Fit	
What roles are the volunteer interested in?	When signing up for an event, volunteers can choose and rank multiple roles in which they are interested. The Volunteer Coordinator can view these preferences in the Volunteer Management System.
What experience does the volunteer have?	In the Volunteer Details section of VMS, Volunteer Coordinators can review a volunteer's previous experience with *FIRST*, including roles served at other events.
What is the volunteer's skill level?	Skill level can be assessed through prior experience or completed training/certifications. If a volunteer lacks these, the Volunteer Coordinator may need to contact them to identify other applicable skills.

How to Determine if a Volunteer is a Good Fit	
What is the volunteer's availability like?	During sign-up, volunteers can choose their available dates and times. Volunteer Coordinators should communicate that the event is a full day but should not turn away those who can only commit a few hours. Some positions may not require a full day, so these volunteers can assist with non-technical tasks, like giving breaks to others.
Does the Volunteer have a Conflict of Interest?	Volunteers that sign up may be affiliated with teams attending the event. While there is no official policy from *FIRST* Tech Challenge around assigning volunteers with Conflicts of Interest (COI) Volunteer Coordinators should be aware of best practices around COI that are being implemented in their *FIRST* Tech Challenge region. For more information see Appendix B: Conflict of Interest .
What input can the Key Volunteers or Event Director provide?	Key Volunteers or the Event Director may have insights into past volunteers and preferences for role assignments. Consult with the planning committee to assess a volunteer's compatibility with a role before assigning them.
What other factors could affect the volunteers assigned role?	Consider factors like proximity to the venue and any physical limitations of the volunteer. Volunteer Coordinators should refer to the volunteer manual for each role to identify any additional considerations.

While VMS provides critical insight into the volunteer's preferences, skill set, and experience, additional information may be needed to align a volunteer to the role best fit for them. It is especially important if a first-time volunteer has been recruited, to make sure they understand the role opportunities available and to gauge their interest level in various roles.

Just as important as it is to match the right volunteer with the right role, it is equally important to make sure that the volunteers are aligned to a role that meets their interests. Keeping a volunteer enthusiastic and engaged improves their experience and increases the chances the volunteer will participate in another event.

Many volunteers already have an idea of their preferences, as many have volunteered before. Volunteer Coordinators should do their best to align volunteers with their preferred role. If the role they have requested has already been filled, make sure to communicate with that volunteer. Have recommendations ready for other positions that need to be filled, keeping in mind the volunteer's experience, skills, and interests.

Assign Volunteers in VMS

After the volunteer has been selected, the Volunteer Coordinator must assign them to the role in the Volunteer Management system. Volunteer Coordinators should review the Volunteer Management System User Guide for information on how to assign the volunteers.

Act as the Main Liaison for Volunteers

Throughout the recruitment, assignment, and pre-event processes: Volunteer Coordinators act as the main point of contact for all information regarding an event.

The Volunteer Management System is a unique system; custom designed for *FIRST*. There are several steps to the volunteer assignment process, and it is easy to miss steps if you are unfamiliar with the system. We highly recommend that all Volunteer Coordinators review the Volunteer Management System User Guide before assigning volunteers for the first time.

This manual assumes that all responsibilities related to volunteer recruitment and management fall to the Volunteer Coordinator. However, in some cases the PDP, Event Director, or other Key Volunteers may take on responsibilities that *FIRST* Tech Challenge defines as a Volunteer Coordinator responsibility. In the case of communication, other Key Volunteers may take ownership over communications to the volunteers in their reporting line. Check with the other Key Volunteers or Event Director to determine responsibilities about communications.

Outside of recruitment the Volunteer Coordinators will manage the following communications:

Act as the Main Liaison for Volunteers
Send out communications regarding event schedule and expectations of the day
Answer questions volunteers have around the application process or event

Pre-event Volunteer Communications

Once a volunteer is assigned for an event, they need to know what to expect for the event. Volunteer Coordinators should send out the following communications ahead of an event.

☑	Communications Volunteer Need
	Confirmation of what role(s) they have been assigned to
	Expected work hours and reporting times
	Overall Event Schedule
	Role Expectations (such as additional resources for review, dress code, etc.)
	Parking Information
	Venue Map
	Check In Requirements
	Volunteer Meal Options

It is important to provide this information to the volunteer at least a week ahead of the event they are assigned to, to ensure they have all the information needed to arrive on time and be successful for the day. We recommend sending out at least two pieces of communication ahead of the event to volunteers regarding schedule and other relevant information. Multiple communications ahead of an event can help avoid issues like volunteers missing the initial email communication.

Answering Questions

As the volunteer is going through the assignment process and awaiting the event, they may reach out to ask questions. Common questions include:

- How do I sign up for the event?
- Do I have any training I need to complete?
- How do I complete the Youth Protection Screening?
- What is the event schedule?

Volunteer Coordinators should be prepared to assist volunteers with major questions they have regarding the sign-up process and the event. *FIRST* has many resources to help with the assignment process. Find what you need by searching the Knowledge Base Articles here. The volunteer registration system is where volunteers can apply to the role they are interested in. Understanding the general flow will help make it easier for volunteer coordinators to help volunteers who may need guidance or assistance.

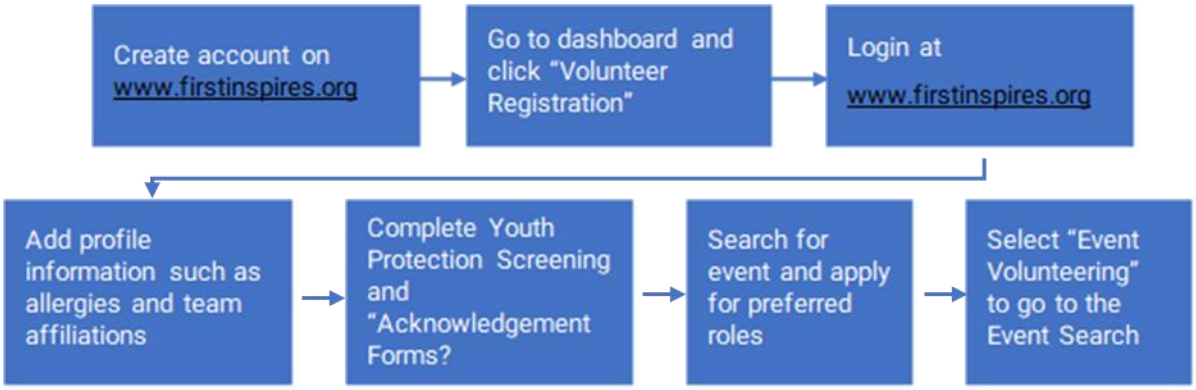


Figure 1:Volunteer Pathway Chart

Volunteers need to successfully complete their Youth Protection screening to complete their first volunteer application and before volunteering at the event. Volunteers that do not complete Youth Protection and background screening before the event will be treated as "walk-on" volunteers with limited role assignments on the day of the event. For more information about walk-on volunteers, please talk to your Program Delivery Partner.

Manage Volunteer Hospitality

Another pre-event responsibility for Volunteer Coordinators is planning Volunteer Recognition Activities. These are any activities like swag, meals, and awards that can used to make the volunteers event day experience better. It is important that volunteers feel welcome and appreciated for committing their time to *FIRST* events, and incorporating appreciating activities at an event can make all the difference for volunteers.

This section focuses on some of the most common things to consider for volunteer recognition and appreciation at the event. In addition to these common activities, Volunteer Coordinators are encouraged to think of creative ideas to make the day feel special for the volunteers involved.

Plan Volunteer Recognition Activities
Work with Event Director to order volunteer apparel or other materials ahead of the event
Discuss Volunteer meals and headcount with PDP and Event Director

Plan Volunteer Recognition Activities
Other Recognition Activities

Volunteer Apparel or Other Thank you Gifts.

For apparel and other swag Volunteer Coordinators should work with the Event Director, to determine budget and ordering needs for the event.

FIRST provides free volunteer materials each season that Program Delivery Partners can order for their events. This includes buttons, stickers, and other materials that fit with the season theme. *FIRST* also provides other volunteer recognition materials, such as year of service pins, which are not free but can be ordered through the *FIRST* volunteer recognition storefront. An important first step is checking with the Event Director and Program Delivery Partner to determine if any of the materials can be ordered for your event.

> More information on volunteer recognition materials can be found on the *FIRST* Volunteer Recognition page.

Apparel is another great option for volunteer appreciation. Volunteer T-shirts can help make volunteers easily identifiable to event attendees and serve as a giveaway item for volunteers. *FIRST* Tech Challenge offers special shirts for judges and other volunteers that Program Delivery Partners can order for events. However, event planning committees are encouraged to create a volunteer t-shirt that is customized for their event. That way if volunteers attend multiple events, they can receive different shirts (which can function as collectables). Consult with the Event Director to determine if there is a budget to order volunteer T-shirts for the event.

> Remember when creating custom volunteer swag to ensure that any usage of *FIRST* logos follow the *FIRST* Branding and Design Guidelines

Volunteer Meals

Due to the length of *FIRST* Tech Challenge events, volunteer meals should be provided at the event. For a league that is 4-5 hours, at least one meal (breakfast or lunch) should be provided for volunteers. For Qualifiers or League Tournaments which can be 10-14 hours, both breakfast and lunch should be provided.

The responsibility of ordering meals may fall to the Event Director or PDP, depending on the standard process within the *FIRST* Tech Challenge region. Volunteer Coordinators should consult with leadership to determine the process for ordering food, provide insight on volunteer food restrictions, and the number of volunteers that meals need to be purchased for.

> Within VMS, there is an option to download a report on volunteer food restrictions. Considerations such as allergies and other preferences should be considered when placing orders for food.

Other Hospitality Activities:

There are many more ways to show volunteer recognition and appreciation at events. Consider some of the activities below as options to show volunteers that their time commitment is appreciated:

- Selecting a volunteer of the year for the event (consult with the PDP about ordering a Volunteer of the Year plaque)
- Setting up a volunteer swag table
- Bringing a cart of snacks and water around to field volunteers who may not be able to go to the volunteer lounge.

Additionally, Volunteer Coordinators should consider actions in the Follow Up section such as "thank you" notes.

Other Pre-Event Responsibilities

The Volunteer Coordinator may be expected to participate in other pre-event responsibilities not currently defined in this manual. Make sure to work with the Event Director to determine if any additional responsibilities are expected.

Attend Planning Meetings

The most common additional responsibility that Volunteer Coordinators may be expected to participate in is pre-event planning meetings with other members of the event planning committee. Meetings are integral to making sure all the Key Volunteers participating in the event are on the same page about who is expected to manage different communications, or just to touchpoint on event planning statuses. Work with the Event Director to determine any meetings that the Volunteer Coordinator is expected to attend.

Event Day

Report Time

The Event Director will confirm the time you should arrive, typically via email, the week before the event. In most cases arriving 15 to 30 minutes before the earliest volunteer check in time is sufficient.

When you arrive onsite, check in with the Event Director.

Set-up

If it is not already set up the night before, the Volunteer Coordinator should expect to immediately set up any volunteer recognition tables, the volunteer lounge, or the volunteer check-in area.

Volunteer Check-In

On-site at the event, the Volunteer Coordinator should oversee and assist with the volunteer check-in process. Greeting the volunteers when they come in, provide any materials they may need to perform their role, and guide them on the next steps once they sign in.

The volunteer check-in process is the best way for the Volunteer Coordinator to meet volunteer face-to-face on the day of the event. This is a great time to highlight great customer service by making the volunteers feel welcome.

Manage Onsite Hospitality

Based on the Volunteer Hospitality Activities planned during the pre-event, Volunteer Coordinators may need to manage things such as beverage carts, handing out the Volunteer of the Year award, and any other activities planned.

Volunteer Interaction and Support

Volunteer Coordinators set the tone for an event by making the volunteers feel welcome and valued. Effective Volunteer Coordinators will employ *FIRST* Core Values and have a volunteer-centric mindset.

Below are some best practices to employ when interacting with volunteers at an event.

Creating a Welcoming Environment for Volunteers	
Create a welcoming environment	Volunteers, especially first-time volunteers, may feel uncertain about where to go or what to do when they arrive. Having someone there to welcome them and guide them to their next steps helps volunteers feel more confident in their role. Be quick to approach the volunteer, greet them, and help guide them to where they need to go for the day.
Check in with Key Volunteers	Throughout the day, the Volunteer Coordinator should check in with key volunteers to ensure everything is going smoothly with the volunteers they are overseeing. Are volunteers taking breaks? Are all the volunteers working well in the role they have been assigned to? Collect any necessary feedback and help the key volunteer with additional support as needed.
Ask for feedback	Volunteers are committing a lot of their personal time to these events, and they want confirmation that sacrificing that time is providing value both to the volunteer and to the event. Speak with volunteers as much as possible throughout the event. Ask questions: are they enjoying the event? Are they enjoying the role they are participating in? What do they think be done to improve the event? Volunteers feel more engaged when they feel they are participating actively in the event and contributing feedback. Their perspective is invaluable to know how to improve communications, align the best fit volunteer to a role, and show appreciation.
Show Appreciation	Make sure to always communicate that the volunteers' time and experience are appreciated. Organize volunteer appreciation activities, compliment volunteers that are doing well in their role, and always express gratitude in one-on-one conversations.

Managing Volunteers who are Unsatisfied in their Role

Volunteer Coordinators may run into situations where a volunteer expresses discomfort in their assigned role after arriving at the event. If the volunteer expresses concern about their ability to fill a role introduce them to the key volunteer responsible for the assigned area and ask if it is possible for the concerned volunteer to “shadow” an experienced volunteer to help gain confidence.

Team Interaction and Support

When interacting with teams, please always consider the team’s perspective. The teams have put significant time and effort into preparing for this event and may be feeling very stressed about everything working out as they have planned. Today is a very big deal for the team, and we are here to help!

While it is our job to help guide the teams to a successful event, it is their responsibility to follow the rules and be on time for judging and matches.

If you feel there is an issue with an individual or several individuals from a team that warrants specific intervention beyond just a kind reminder, please ensure the correct stakeholders for the team are aware. Here is a generally acceptable process when working with a student or team who you need to change their behavior:

The ABCs of Managing Team Behaviors	
Ask for an Adult	Do not directly reprimand a student one-on-one without an adult from their team present. Ask the student to bring an adult who is responsible for the team to meet you, before moving forward with any discussion about the concerns at hand.
Be aware of the Environment	Is the environment conducive to the feedback you are about to give? Is it loud in the area where you are? Are there other teams around that may hear the reprimand? Moving the conversation to a quieter, more private space than needed can be helpful.
(Offer a) Clear Explanation	Explain the concern to the team and offer clear examples of the behavior that is concerning.
Discuss any Questions	Offer the opportunity for students and adults to ask clarifying questions
Explain Next Steps	Outline with the students and adults what the next steps are if the issue is not corrected. Certain behaviors may include the risk of yellow cards

Note: the only person at an event who can give an official warning or issue a yellow/red card is the Head Referee. Please refer more severe issues to the Head Referee and notify the Program Delivery Partner.

Focus on maintaining a supportive environment by keeping team feedback strictly between you and your Lead Volunteer. Sharing team observations with other volunteers or participants is discouraged, as full context is rarely known.

If a team's behavior impacts your ability to perform your duties, or if you observe repeated or serious issues, report it directly to the Lead Volunteer for your role up to and including the Event Director. They will ensure the situation is addressed appropriately through the standard escalation path to the Program Delivery Partner.

Teams may only be completely disqualified from awards consideration for very rare egregious actions and only with approval from *FIRST* HQ. The Event Director and/or JA should call the on-call number to discuss the issue.

Conflict of Interest – a conflict between the private interests and the official responsibilities of a person in a position of trust.

Managing Conflicts of Interest

All listed volunteer roles will be asked to disclose any potential Conflicts of Interest, and to complete the Conflict of Interest and Disclosure form. During the Judges meeting, Judges will be asked to declare any potential conflicts to the rest of the judging pool. During the Referee meeting, Referees will be asked to declare any potential conflicts to the rest of the referee team. Some scenarios of conflict of interest:

- A coach/mentor volunteers as a judge or a referee.
- A parent/relative of a team member volunteers as a judge or a referee.
- A recent alum (student or adult) of a team competing at the event volunteers as a judge or a referee.
- A sponsor of a team competing at the event volunteers as a judge or referee.

Having a Conflict of Interest, or even the perception of a Conflict of Interest can affect a team's experience, even if decisions that were made throughout the day were not biased in any way. The perception of potential favoritism is enough to discourage a team, coach, or mentor, and take away from their overall experience at an event. Knowing what Conflict of Interest is, and how to avoid being in a position that could be a conflict will ensure all teams feel they have been evaluated fairly.

All event volunteers must be fair to every team. Use your past experience to help you make good choices but start every event with a clean slate. Do not treat a team differently because of what you heard or saw at a past event. Every team gets a fresh, equal start at every event.

A volunteer who does not disclose their Conflict of Interest can compromise the integrity of *FIRST* Tech Challenge events. In judging, this could cause teams affiliated with the volunteer with a Conflict of Interest to be removed from consideration for awards.

Conflict of Interest, in some cases, can be quite easy to see. In other cases, it may be less obvious, and it may be difficult to decide what constitutes a true Conflict of Interest. In some cases, the bias may be apparent, while other times a Conflict of Interest may be perceived by a team or a coach. It is best to keep the following in mind when volunteering:

- Be open and forthcoming about any conflicts you may have with a team competing at the event.
- If there is a known Conflict of Interest, avoid making decisions about a team that would change the outcome of the day, such as speaking for or against a team in judge deliberations, or holding some teams to a different refereeing standard than others.
- Remove yourself from any situation that could be perceived as a Conflict of Interest.

Below is one example of a Conflict of Interest. Keep in mind this is an example, and there are many forms of Conflict of Interest, and ways to handle it

Parent/Relative/Alumni of a Team

If a parent or a relative of a team member, or an alum of a team is volunteering at an event, this volunteer must abstain from making any decisions that could affect the results of the tournament. Whether volunteering as a judge or as field personnel (referee, field technical assistant, etc.) it is important to have that volunteer remove themselves from making any decisions related to that team. For example:

- If the volunteer is a judge, they must recuse themselves from any conversations about that team during deliberations.
- If the volunteer is a referee, they should not be involved in any decisions around penalties, match replays, etc.
- Keep in mind that there are many ways Conflict of Interest can be presented, from parents to sponsors. Make sure to remove any apparent Conflicts of Interest but also keep in mind any perceptions of conflicts.

Emergencies

The Program Delivery Partner, Event Director and the event site host organization are responsible for having safety and security plans in place for each event. Included in the plan should be topics such as:

- A map of all the emergency exits
- Knowledge of where on-site medical support is located.
- Shelter in place plans in the case of severe weather
- Evacuation plans

Teams should have their own safety plans before attending the event. Here are some team-focused recommendations for Preparing to Safely Attend a *FIRST* Event.

Lost Children

FIRST Tech Challenge events can be very hectic, and it can be easy for a child to get lost amongst the shuffle of a busy event. Ensure you have a plan prior to the event in the instance of a lost child.

In some cases, the team roster will list Coach phone numbers which can be used to reunite team members, in some regions they collect “Day-of” cell phone numbers from each team at check in. Coordinate your plan with your Program Delivery Partner.

Code Adam Guidelines (www.missingkids.com/CodeAdam) are also a great resource.

Medical Incident Reporting

Event volunteers are not responsible for diagnosing student injuries, handing out medication, or first aid equipment. You and other event volunteers should refer medical issues and emergencies to a medical professional on site, such as an EMT. If an incident or illness occurs at an event, the Event Director, Pit Administrator, or another trained delegate should do the following:

- Call 911 if there is any question whether the injured person/persons require urgent medical attention.

www.firstinspires.org/report

- Respond to the scene immediately. Bring a clipboard, pen, or an electronic device to complete the incident report on the *FIRST* Reporting Portal.
- Complete the incident report for the injured party.

The Event Director or Pit Administration volunteers are responsible for completing incident reports. The incident reporting person should follow the best practices for incident reporting:

Best Practices for Incident Reporting	
Be Calm	Anyone handling incident reporting should have a calm demeanor. They should be able to collect information and talk to witnesses without assessing fault.
Be Concise	In all conversations with the injured, witnesses, spectators, and/or media always say "the incident is being investigated" without any further comment. It is not the job of the report collector to provide any opinions on the situation at hand.
Be Risk Conscious	Do not imply liability or any payment, as no one knows for sure until all the facts are collected.
Be Prepared	Those taking in incident reports should be able to communicate with the insurance company if necessary. They should also be aware of who they need to share incidents with, including the local Program Delivery Organization or the Event Director.

Although most incidents will not result in a claim, it is better to act on the side of caution and report them. Should an incident result in a claim after the event, the documents will be on file, complete with witnesses and a written report.

Youth Protection Reporting

Issues that are non-medical but are of concern to a participant/participants should also be reported. Anything that happens during an event that made a youth volunteer, team member or spectator feel uncomfortable or threatened should be addressed.

As appropriate and if you feel safe doing so, speak directly with the offending party and try to quickly and calmly defuse the immediate issue. Call the Event Director and/or the Program Delivery Partner and

inform them of the issue and seek assistance as needed with any immediate remediation of the issue.

www.firstinspires.org/report

Ensure all issues are reported in a timely manner using the *FIRST* Reporting Portal. Youth Protection Concerns encompasses a wide variety of one-time or ongoing issues such as suspected abuse, bullying, harassment, discrimination, questionable behavior, or violation to the *FIRST* Code of Conduct.

Reporting Other Issues or Concerns

Feedback about issues such as game play, rule changes, awards, and event management (other than medical/safety issues) are considered program related concerns and not youth protection issues and should be shared with *FIRST* via customerservice@firstinspires.org or by contacting support.

Please note that match results and award results are final and that we will not review match videos.

Safety

An important priority for all volunteers is to observe their event areas to help promote a safe and orderly space for all the participants. It is likely that various volunteers and event participants will bring concerns to your attention, but you should also be proactive in identifying areas of concern.

Prioritize working with the teams to help identify and correct potential safety issues in the area. Please review the section about `Team Interaction and Support` for the best ways to work with teams on making changes.

Safety Glasses and Closed Toe Shoes

All volunteers, teams, coaches, and spectators are required to wear closed toe shoes and wear safety glasses or safety rated glasses with side shields (ANSI-approved, UL Listed, CE EN166 rated, AS/NZS certified, or CSA rated) while in and around the playing field and in the pit area while the robot is being worked on. It is important to watch out for anyone entering these areas without proper Personal Protective Equipment (PPE) and to ask them to put on proper PPE before entering. Some events will have volunteers staffed at the pit entrance with spare safety glasses to pass out. Other events may not have spares to provide.

Pit Spaces

Specific rules governing what teams can have and do in their pit space are covered in the Competition Manual, but the Event Directors may add additional restrictions which must be published before the event based on limitations set by the venue.

Common areas where teams need help to stay safe and within the rules:

- No open flames or sparks.
- Power tools are permitted if they are not causing damage to the venue.
- Aisles, walkways, and doors should be clear of obstructions.
- Teams may set up practice spaces if they are fully within their designated space.
- No structure may be taller than 10 feet.

End of the Day

Assist with breakdown of the event as needed and be sure to dispose of any Personal Identifiable Information data properly with direction from event leadership.

After the Event

Follow Up

It is always best practice to ensure that you follow up with a “thank you” after the event. You can write a personal note thanking the volunteer if time allows. However, even a general “thank you” will go a long way in the eyes of the volunteer. We recommend sending out the “thank you” notes via email.

Depending on the size of your event and the resources that you have available, you could also follow up with a photo from the event, showing the volunteers that they were an important part of making that event successful and special.

Finally, we recommend providing an outlet for feedback, such as a survey, so that volunteers can provide commentary that may not have been given during the event.

Important Tools

Public Schedule

The Program Delivery Partner or the Event Director should publish the public schedule of events before the event. This schedule will have a high-level overview of all the activities for the event. It is important that everyone at the event does their best to stay true to the public schedule so that teams and volunteers who have planned their day around these times have a good experience.

Time	Agenda
7:15 am	Doors Open for Staff & Key Volunteers
7:30 am	Judges and Inspectors Report
8:00 am	Doors Open for Teams
8:30 am	Judging & Inspection Begins
10:15 am	Team Check-in Hard Deadline (Check the Competition Manual)
10:30 am	Match schedules are generated and distributed to teams. (Check the Competition Manual) *Note to Scorekeeper: 6 Matches total* (Check the Competition Manual)
10:40 am	Drivers' Meeting with Head Referee & Opening Ceremony
11:00 am	Qualification Matches 1 - 8 *Note to Scorekeeper: 7-minute cycle-time*
12:00 pm	Lunch
12:45 pm	Qualification Matches 9 - 45 *Note to Scorekeeper: 5-minute cycle-times*
3:50 pm	Qualification Matches Projected End
4:00 pm	Alliance Selection
4:00 pm	Judging is Concluded
4:20 pm	Double Elimination Rounds 1 - 4
5:10 pm	Award Ceremonies Start & Double Eliminations Round 5
6:20 pm	Projected End of Event
7:00 pm	Doors Close
**Occasionally, factors outside the event's control may affect the schedule. In these cases, work closely with the Event Director to understand the updated agenda.*	

Figure 2: Example Schedule for a 30 Team Event with Traditional Judging

Time	Agenda
7:15 am	Doors Open for Staff & Key Volunteers
7:30 am	Judges and Inspectors Report
8:00 am	Doors Open for Teams – Teams should plan to arrive before 8:30
8:30 am	Pit Judging & Inspection Begins
9:00 am	Team Check-in Hard Deadline (Check the Competition Manual)
9:30 am	Match schedule is generated and distributed to teams. (Check the Competition Manual) *Note to Scorekeeper: 6 Matches total* (Check the Competition Manual)
9:40 am	Drivers' Meeting with Head Referee & Opening Ceremony
10:00 am	Qualification Matches 1 – 8 *(Note: 7-minute cycle-time)* Qualification Matches 9 – 21 *(Note: 5-minute cycle-time)*
12:00 pm	Initial Judging Pit Interviews Completed
12:00 pm	Lunch
12:45 pm	Qualification Matches 22 – 45 *(Note: 5-minute cycle-time)*
2:50 pm	Qualification Matches Projected End
3:00 pm	Alliance Selection
3:00 pm	Judging is Concluded
3:20 pm	Double Elimination Rounds 1 - 4
4:10 pm	Award Ceremonies Start & Double Eliminations Round 5
5:20 pm	Projected End of Event
6:00 pm	Doors Close
**Occasionally, factors outside the event's control may affect the schedule. In these cases, work closely with the Event Director to understand the updated agenda.*	

Figure 3: Example Schedule for a 30 Team Event with Pit-only Judging

Registered Teams List

The Program Delivery Partner may provide a list of teams registered for the event or the scorekeeper can export a report of all the registered teams for the event. Sometimes this list may change the day of the event based on which teams show up. The Scorekeeper report will have the most accurate information about who is competing at an event. Notes that teams may be competing only in the

judging portion of the event and not have a robot present.

Test Event Teams

Number	Team Number	Name	Affiliation	City	State	Country	Rookie Year
1	1	Team Unlimited	PTC & FTC1 Team Unlimited 4-H Club	Sharon	MA	USA	2007
2	7	Tactical Sheep	TechBrick Education/DoD STEM&TechBrick Education	Aberdeen Proving Ground	MD	USA	2007
3	16	bigskyrobotics		missoula	MT	USA	2007
4	18	Techno Chix	Girl Scouts Heart of the Hudson	Port Chester	NY	USA	2007
5	22	100 Scholars	100 Black Men of Atlanta/Georgia Power/Johnson Research and Development/NCR/Lockheed Martin & 100 Black Men of Atlanta, Inc.	Atlanta	GA	USA	2007
6	25	Rock N' Roll Robots	Girl Scouts of Greater Los Angeles/NASA&Girl Scouts	Pasadena	CA	USA	2007
7	99990	Off-Season Demo Team	Off-Season Demo Team				1992
8	99991	Off-Season Demo Team	Off-Season Demo Team				1992
9	99992	Off-Season Demo Team	Off-Season Demo Team				1992
10	99993	Off-Season Demo Team	Off-Season Demo Team				1992
11	99994	Off-Season Demo Team	Off-Season Demo Team				1992
12	99995	Off-Season Demo Team	Off-Season Demo Team				1992
13	99996	Off-Season Demo Team	Off-Season Demo Team				1992

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Figure 4: Competing Team Report

Volunteer Roster

The Volunteer Coordinator or the Program Delivery Partner will have access to a list of applied and assigned volunteers for the event.

Event Layout/Map

The Program Delivery Partner and Event Director should publish a map of the venue before the event. In some cases, details on the map might not be available until the day of the event.

The Event Layout / Map should detail the following:

- Load-In Path
- Parking for Personal Vehicles and Busses
- Team Check-in
- Volunteer Check-in
- Competition Area
- Pit Area (May include the `Pit Map`)
- Judging Room Locations (if applicable)

- Safety Details as available (Emergency Exits, AED, Shelter in Place Locations)

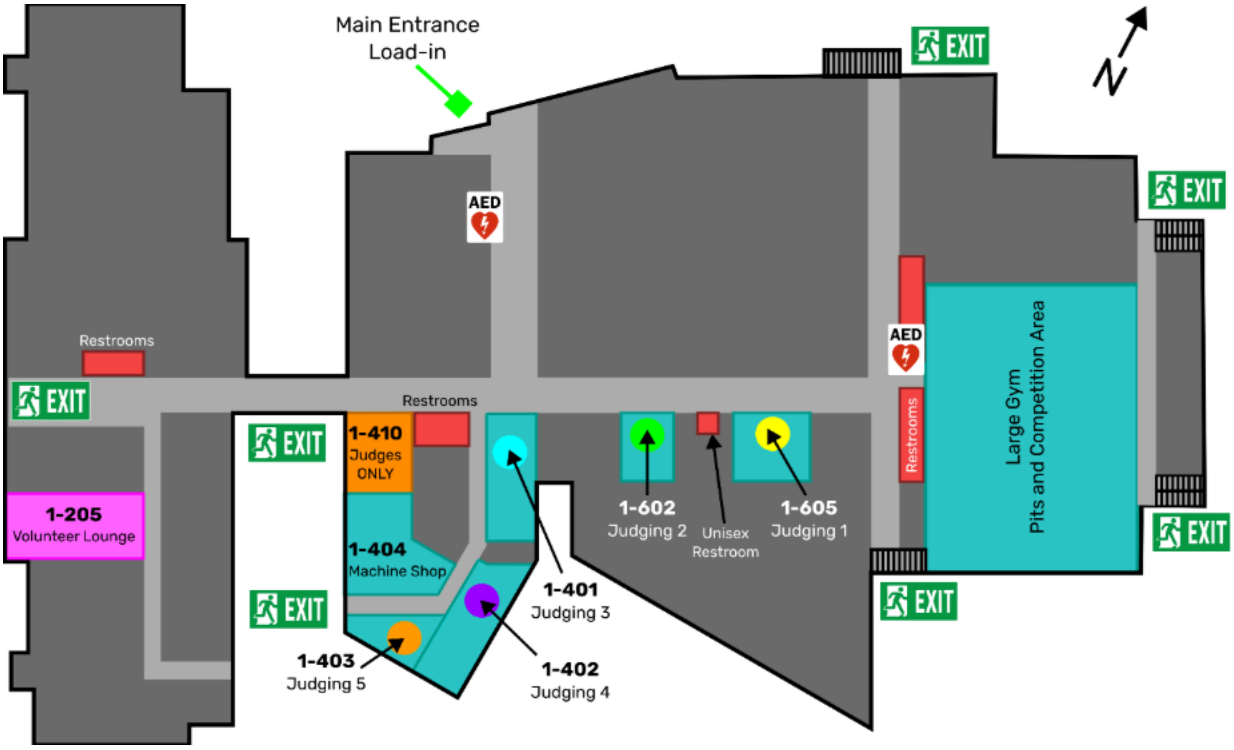


Figure 5: Event Map Example

Judging Schedule

	Panel 1 *Room 1605*	Panel 2 *Room 1602*	Panel 3 *Room 1401*	Panel 4 *Room 1402*	Panel 5 *Room 1403*
08:30 AM –	22077 Marcus Minions	8204 Blue Machine	–	27534 RoboChargers - Yellow	25783 Tech Titans
08:50 AM –	13542 RoboChargers - Blue	21171 ITKAN Robotics - M12	27532 RoboChargers - Orange	23344 Technical Turbulence	27536 RoboChargers - Gold
09:10 AM –	26300 Anomaly	27533 RoboChargers - Purple	20482 Wylie E. Robote	12430 Dub East	26693 Triad Robotics
09:30 AM –	23434 Cristo Rey Dallas Robotics	7172 Technical Difficulties	18871 RoboChargers - Green	18227 Area 52	19991 Chuckleheads
09:50 AM –	26542 Apex Genesis	13537 RoboChargers - Red	19564 ITKAN Robotics - MAS	19990 Marcus de-TECH-tives	13552 RoboChargers - Pink
10:10 AM –	27531 RoboChargers - Cyan	24563 Flower Mound Firewall	26722 Tech Support	27535 RoboChargers - Silver	20483 Wall East

Figure 6: Judging Schedule Example

Match Schedule

The match list will be generated on the day of the event after the teams have been confirmed. This schedule will list which teams will play in which alliance (Red or Blue) and it will also list a match start time. Some events will have more than one competition field. Some events will have more than one division, in which case each division will have its own schedule.

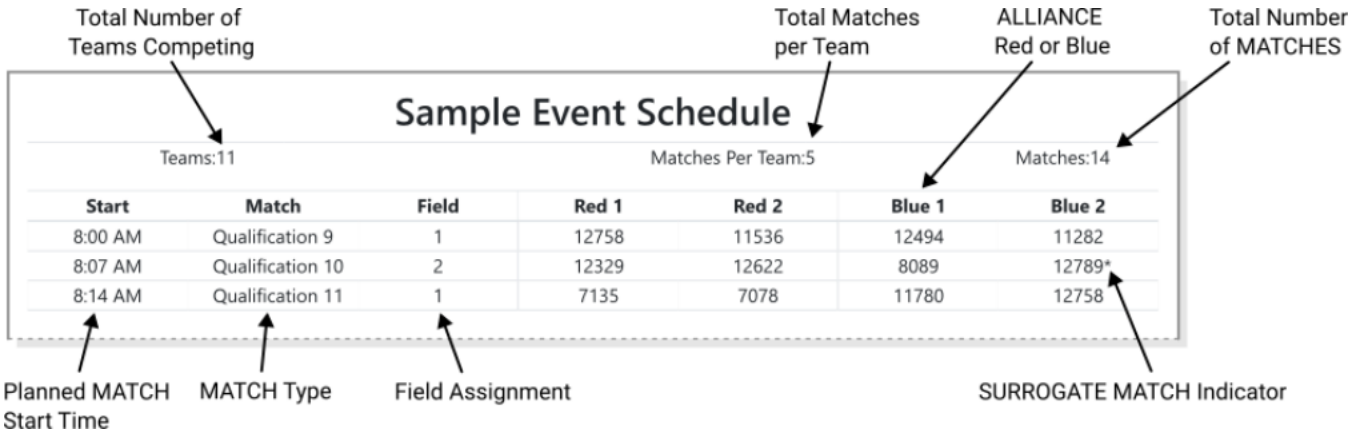


Figure 7: Match List Example

Pit Map

Pit maps are typically provided by either the Event Director or by the Scorekeeper. Having a map of where each team is in the pit is key, as teams, parents or Queuers might need to find. Pit Maps created in FTC Scoring will appear on the FTC-Events page.

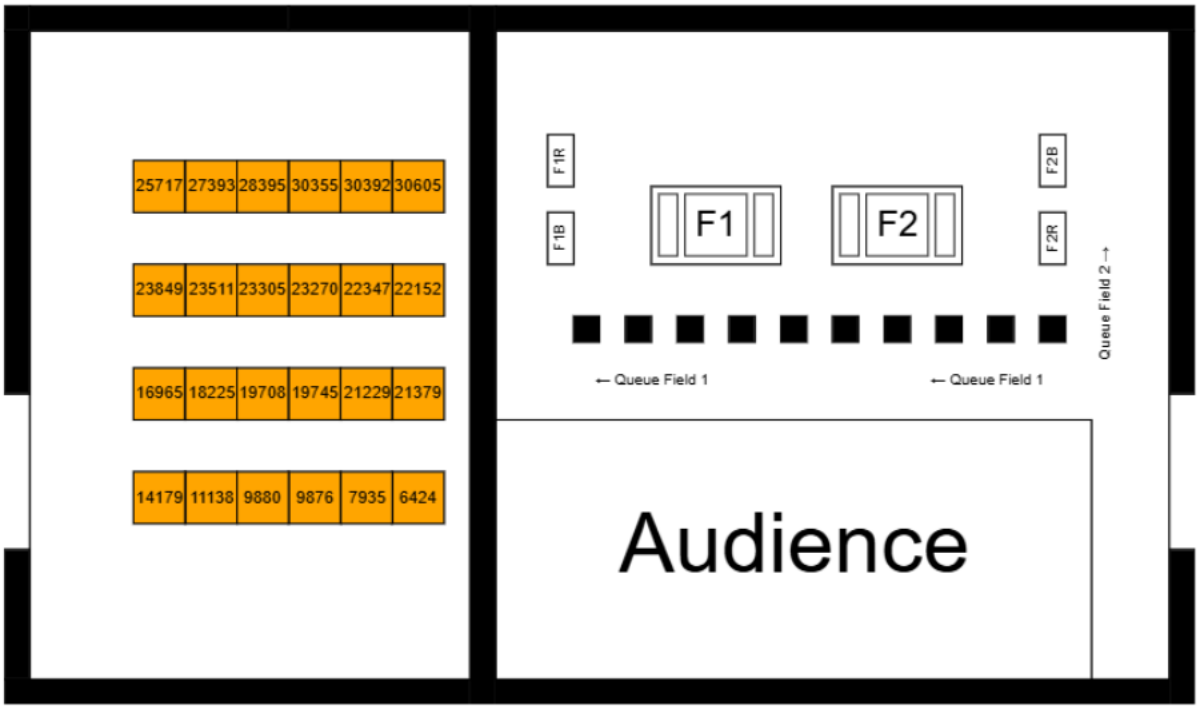


Figure 8: Example Pit Map for a 24-team Qualifier Event

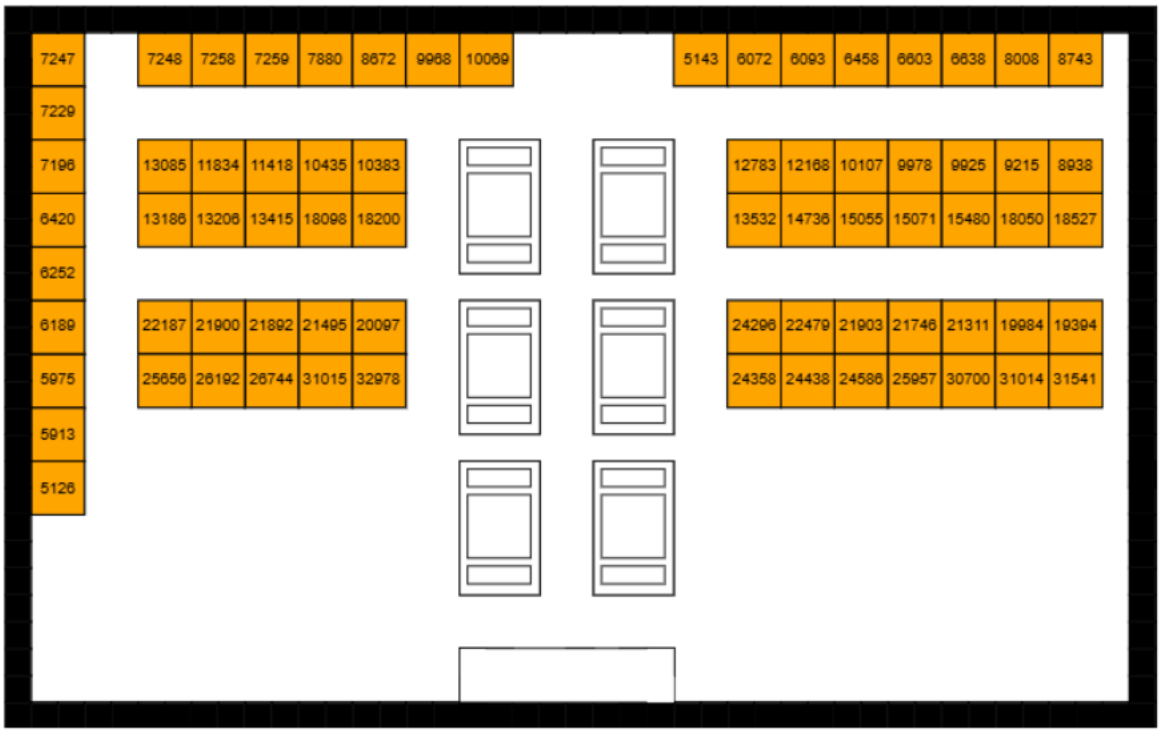


Figure 9: Example Pit Map for a 72-team Regional Championship Event

Volunteer Staffing Plan

This is optional, however, a great way to let your volunteers know who they will be working with throughout the day of the event. Creating a staffing plan will allow you to communicate to all your volunteers the names and roles of the other volunteers they will be working alongside throughout the day. This can usually bring comfort to a volunteer as far as what to expect, and who they can reach out to if they need help.

Useful Links and Information

On-Call Support Numbers

These numbers are for *volunteer support only*. Teams should not use these numbers to call about rulings or technical assistance.
Administrative, Judge, Referee and Non-Technical Issues:
(603)206-2412
Scoring System (FTC Live) or other Technical Issues:
(603)206-2450
Call or use the **built-in chat feature on FTC Live** available for events with internet access

Pre-Event Support

Mon – Fri 8:30am – 5:00pm Eastern Time (UTC-4 or UTC-5)

Contact Support including live chat or email customerservice@firstinspires.org

Program Resources

Event Search
ftc-events.firstinspires.org

Game and Season Resources
ftc-resources.firstinspires.org/ftc/game

FIRST Tech Challenge Blog

Event Resources
ftc-resources.firstinspires.org/ftc/event

FIRST Tech Challenge Website
firstinspires.org/robotics/ftc

Volunteer Resources
ftc-resources.firstinspires.org/ftc/volunteer

Feedback

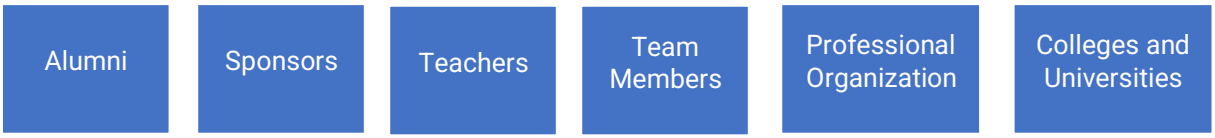
We strive to create support materials that are the best they can be. If you have feedback about this manual, please email customerservice@firstinspires.org or by contacting support. Thank you!

Appendix A: Recruiting Volunteers

There are many ways that you can recruit volunteers. There is no right or wrong answer on how to do this. Feel free to be creative! Here are just a few examples of ways that a Volunteer Coordinator can recruit volunteers.

Creating Volunteer Personas

A common tactic to kick off the recruitment process is creating Volunteer Personas. A Persona is a fiction profile that represents groups of similar people in a target audience. Creating volunteer personas allows Volunteer Coordinators to create recruitment materials gauged towards a certain group. Common Volunteer Personas include:



Each of these persona groups has different motivations, experiences, and communication preferences. However, those that fall within the persona group will share common traits. For instance, potential volunteers within the *FIRST* Alumni persona share common traits like age, interest, and prior experience with *FIRST*.

The use of personas is a common marketing and recruitment strategy. Personas provide deeper insight into the potential volunteers and allows for volunteer recruitment tactics to be geared towards a specific group. The more you can connect to and understand the motivations of a group of volunteers, the more success you will have with recruiting from those groups.

When creating personas ask questions like:

- What are their values?
- What motivation would they have to want to volunteer?
- What are their communication preferences?
- What other traits do they have that may impact their interest in volunteering?

Alumni

FIRST Alumni make great volunteers due to their knowledge and enthusiasm for the program. Engage *FIRST* Alumni through Alumni Advisory Boards, Alumni groups, and special events such as dinners or information sessions.

Sponsors

Most events will have one or multiple sponsors supporting the event with donations. Asking a sponsor for volunteers to help staff the event is a great way to get them more involved with the program. Some companies even offer their employees volunteer hours which they can use to volunteer at the event.

Team Affiliated Volunteers

Teams or schools often host events. Teams and School Districts may be able to supply some of the volunteers for the event like teachers, parents, coaches, or team members. Be cautious that these volunteers may have a Conflict of Interest that should be considered when recruiting.

Colleges and Professional Organizations

Colleges and Professional Organizations often share a similar mission or value structure with *FIRST* and may be looking for community service activities to get engaged with locally. Reach out to organizations such as those below, to discuss potential partnerships and volunteer opportunities.

Professional Organizations
Local or regional chapters of professional and technical organizations.
The American Society of Mechanical Engineers (ASME).
Society of Women Engineers (SWE).
National Society of Black Engineers (NSBE).
Society of Hispanic Professional Engineers (SPHE).
Entrepreneurial Associations and Economic Development Groups.
Information Technology Associations.
Area computing groups.
K-12 education associations.
School Districts.
Parent-Teacher Organizations.
Senior Centers and Senior Citizen Organizations.
Military organizations, recruiters, college ROTC instructors
Civic and Service Organizations – Kiwanis, Rotary, Lions, Elks, Chambers of Commerce, etc.
Youth Service Organizations – Boy Scouts, Girl Scouts, 4-H, Boys and Girls Club.
Colleges and Universities – both faculty and students.

Ways to Recruit

Email

A common way to recruit is to reach out to a persona group through email. For colleges this may mean emailing the Dean of the Engineering school, or whoever is identified as an entry point for that persona group. In email you should:

- Start with a brief explanation of what the purpose of the email is.
- Make a connection with the persona group by expressing how the program or event would align with their mission.
- Focus communication on the motivators that are commonly associated with the person group.

LinkedIn®

LinkedIn® is a great resource that can be used to your advantage when recruiting volunteers. Like any other organization posting a job opening, the Volunteer Coordinator can work with the planning

committee or program delivery partner to post volunteer positions that need to be filled. These postings can include job descriptions, and the skills needed to fill the role.

Email Groups and Community Bulletin Boards

Look for local community groups or bulletin boards where information about the event can be shared with potential volunteers.

Volunteer Job Shadow

Some of the great feedback received over the years is that a volunteer who spends a day shadowing another volunteer feels more prepared and more successful in filling a role at a later event. Talk with the volunteers you have already recruited. See if they know someone who might be interested in tagging along for the day. This is a great way to expose the person not only to the position, but also to the excitement of the event.

Appendix B: Conflict of Interest

Please ask all volunteers to disclose any potential conflicts of interest, and to complete the Conflict of Interest and Disclosure form. Some scenarios of Conflict of Interest include:

Conflict of Interest Scenarios
Coach or Mentor of a team
Parent or Relative of a team
Alumni from a team
Team sponsor
An individual with a relationship with many teams in a region

Having a Conflict of Interest, or even the perception of a Conflict of Interest, can affect a team's experience, even if decisions that were made throughout the day were not biased in any way. The belief of potential favoritism is enough to discourage a team, coach, or mentor, and take away from their overall experience. Knowing what Conflict of Interest is, and how to avoid being in a position that could be viewed as a conflict will ensure all teams feel they have been treated fairly.

Conflict of Interest can sometimes be very black and white. In other cases, it may be a gray area, and it may be difficult to decide what makes up a true conflict of interest. Sometimes, the bias may be obvious, while other times a team or a coach may perceive a Conflict of Interest. It is best to keep the following in mind when volunteering:

Working with Conflicts of Interest	
Disclose COIs	Encourage volunteers to be open and forthcoming about conflicts they may have with a team competing at the event.
Avoid Roles that can Impact the event	If there is a known conflict of interest, avoid assigning that volunteer in a role where their decisions about a team that could change the result of the day, for example: • Assigning a judge to a panel where they would interview a team in which they currently or have had an existing relationship. • Assigning a referee at an event where multiple teams they coach are competing.
Consider Perception	Avoid assigning volunteers in any situation that could be perceived as a conflict of interest.
Discuss with Key Volunteers	Tell the Judge Advisor and Head Referee about volunteers in their reporting lines that have a real or perceived conflict of interest

Parent, Relative or Alumni of a Team

If a parent or a relative of a team member is volunteering at an event, this volunteer must abstain from making any decisions that could affect the results of the tournament. Whether volunteering as a Judge

or as field personnel (Referee, Field Technical Advisor, etc.) it is important to have that volunteer remove themselves from making any decisions related to that team. For example:

- If the volunteer is a Judge, they must recuse themselves from any conversations about that team during deliberations.
- If the volunteer is a Referee, they should not be involved in any decisions around penalties, match replays, etc.

Keep in mind there are many ways Conflict of Interest can be present, from parents to sponsors. Make sure to remove any seeming Conflicts of Interest but also keep in mind any perceptions of conflicts.