

4.9. Participants' information and communication

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4.9.1. Identification, selection and confirmation

Participants' experience is at the heart of any convening planning and implementation. To achieve a positive and welcoming experience, having internal coordination, clear information systems, feasible timeline and clear budget are critical.

APC practises having a centralised participants' list managed by Ops core team or Ops programme staff when the convening is managed by programmes/teams. The participants' list is incorporated in the Convening Logistics Mainsheet and cross-referenced with all participants' needs such as flights, dietary needs, visa, airport shuttles and so on. It is the responsibility of the APC systems and information coordinator to create the logistics registration survey, maintain it, and store and update all registration information in the participants' list.

Identification, selection and confirmation

We can have a predefined participants' list in case of internal convenings such as internal organisational meetings or project/partner/consortium meetings, where all participants are already known barring a few external resource persons or invitees. In all other kinds of convenings, participants' lists are finalised based on invitations or a call for applications followed by a selection process by the organising team.

Depending on the model, predefined participants' list or to-be-defined participants list. the timeline changes. In the latter case, three to four weeks need to be added to the overall timeline to adapt.

4.9.2. Applications and expression of interest to participate

The APC systems and information coordinator has to liaise with the organising team to create and maintain the form required for call for applications required to identify participants.

In case of recurrent convenings (e.g. AfriSIG), the core team creates a standard template that can be customised and updated for each edition.

4.9.3. Logistics registration survey

Once the participants have been confirmed, the APC systems and information coordinator creates a standard [Logistics Registration Survey](#) that is shared with all participants.

The Logistics Registration Survey can be shared directly by the Ops core team or by the convening point of contact or by all the members of the convening coordination team when more programmes/team are involved.

All APC-wide convenings, or programme-led and co-led, must have a logistics registration survey, and all participants need to register to receive the necessary logistics support. APC has its standard logistics registration survey in English, French and Spanish that can be created in other languages if required.

One of the main objectives of the APC logistics registration survey is for participants to be informed about and agree on information on travel and health insurance, responsibility for own and other participants' health conditions, sharing of personal needs, acceptance of APC's code of conduct and principles of participation, and information and acceptance of Signal travel buddy group.

4.9.4. Information and communication

It is convening point of contact's responsibility to make sure all members of the coordination team are informed, consulted and updated on all aspects of the convening. APC systems and information coordinator is responsible for setting and maintaining an accurate and timely information flow as regards operations and logistics. In addition, they must provide support to the convening point of contact when and where necessary for direct communication with all participants, either one-on-one or via the agreed and shared communication and coordination channels (such as mm dedicated channels and convenings mailing list). This communication includes general announcement on logistics registration, risk assessment and mitigation plan, visa support, logistics advisory, and Signal travel buddy group.

As part of the logistics registration survey, participants are asked to provide all relevant details to book international travel, including passport details, departure and any other information relevant to this.

Once all information is compiled through the logistics registration survey, a communication loop is initiated with the participants to start assisting with their flight ticket booking, accommodation, visa documentation and any other relevant requirement.

In case of APC-wide convenings or APC co-led convenings, the APC Ops staff will support this communication for the members of their programme/team or for participants supported by their programme/team.

In cases of specific requests by participants such as accommodation for extra days and flight routes, etc., the Ops programme staff must refer to the APC procurement policy and travel policy to maintain compliance and establish clear communication with participants.