

COMMISSION REPORT ON FUNDING



COMMISSION NAME: FIDE ARBITERS' COMMISSION

DATE: 02/08/2021

1.0 REPORT

The Commission will provide the following report to the PDC:

This report is due within two (2) weeks after the completion of the project/programme. The report must include the following:

- Details of the completed project/programme over the period.
- Photos and videos of key activities should also be included as it may form part of FIDE's annual reporting.
- Evidence of the FIDE brand being profiled.
- Media releases, news articles, links to social media mentions, etc...
- Breakdown on the use of funds
- Lessons Learned.



Training of Arbiters for online and hybrid events

Details of the completed project/programme over the period.

The programme for training of Arbiters in online and hybrid events was designed and executed by the FIDE Arbiters' Commission, with the support of the FIDE Planning and Development Commission.



The offer consisted in 2 levels of training:

- Basic: Zoom and hybrid supervision
- Advanced: Tournament management (Chief Arbiter)

Each level was an 8-hour course split into 4 sessions of 2 hours, delivered online, by groups of roughly 30 participants each.

To avoid overlap with existing offers, usually more oriented on the technical aspects, and bring real added value to beginners as well as more experienced participants, the programme was designed in the following way:

- study key concepts and tools applicable in any context, rather than provide procedures specific to a chosen platform
- work on case studies and share real life experience
- provide homework in between sessions to foster reflection by the participants

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It was also critical for the commission to use official FIDE Lecturers with actual experience in online events to deliver the training, as a guarantee of quality for the programme.

In less than 3 months, 26 training sessions (18 basic + 8 advanced) were scheduled.

Overall, more than 500 different arbiters from 142 federations attended the programme:

- 495 participants in 18 basic sessions (from April 12th to June 20th 2021)
- 227 participants in 8 advanced sessions (from June 7th to July 8th 2021)

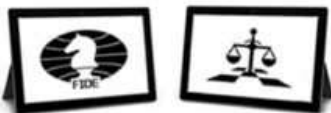
Appendix 1 contains the breakdown of participants by level of seminar and federation/zone/continent.

The advanced session was concluded by an exam, attended by 199 participants. 157 obtained the minimum 70% required to obtain their certificate of achievement.

The project management and execution was structured in the following way:

Project Lead: Laurent Freyd, ARB Chairman
Pedagogical content: Alex McFarlane, ARB Education Lead
Admin & communication: Nebojsa Baralic, ARB Secretary
Trainers: Shohreh Bayat, Laurent Freyd, Aris Marghetis, Omar Salama (+ Alex McFarlane)

Arbiter's Commission programme
for online and hybrid events



Our Team



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The Basic Course was the main area of support from the FIDE Development Fund, as the target audience were Online Arbiters supervising Zoom calls or Local Chief Arbiters in hybrid events. A satisfaction survey was issued at the end of each session, anonymous and on a voluntary basis to answer.

The answer rate was quite good, as 238 participants provided feedback out of 495 (48%). Generally speaking, the programme was very well received (4.57 out of 5 for the overall satisfaction) from an audience of 2/3 of experienced arbiters. 86% of the participants felt ready to be arbiters in online and hybrid events after attending the course and almost 100% would recommend the course.



Some anonymous feedback received through the survey:

“Just to point out: The training seminar was very helpful and well organized. In my professional work as civil engineer I attended many training seminars and this is one of the best structured, primarily credits should go to the lecturers. Thank you.”

“Phenomenal job done by your team. Each lecturer added their unique style and flare. Never boring, always on point. The participants made my learning outcome much improved with their interactions as well. Thanks a whole lot and hopefully we will connect soon in the advanced course.”

“Thank you for this course! You could see the hard work that was put in. It was very informational and interesting. The arbiters training portal will surely be helpful in the future.”

“I would tell my friends that if they want to participate in online tournaments as arbiters, this course is the best way to become competent.”

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The direct benefit of the programme for federations is the education of their arbiters: each federation had the opportunity to send 2 arbiters to the basic course, sponsored by the FIDE development fund.

An additional benefit for the ARB was the official launch of our Training Portal. As part of our vision for the modernization and structuration of processes within the commission, Chamilo will be a cornerstone in the improvement of the education of arbiters worldwide.

Arbiter's Commission programme
for online and hybrid events



02 Session



The Open Source platform was installed on the FIDE Server with support from Vladimir Kukaev. This new system will help the commission in the following areas:

- Administration of Arbiters, for training purposes but potentially for the selection of arbiters in events too
- Content delivery, to bring more added value from FIDE to arbiters
- Centralized exam platform

The project required a high investment in time for the team, to understand the tools and processes. However, the results are highly satisfactory and now the commission is equipped with a powerful system for the future.

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Among the available features, the generation of certificates is particularly appreciated by the participants. Many of them shared them on social networks with highly positive words on the programme, which gave a great visibility for FIDE and the ARB.



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Each session was followed by a post on the ARB website and Facebook Page, following a communication plan to highlight key elements related to the period of reporting.

Whenever a new federation was added to the programme, it was colored on the world map. Below is an illustration of the coverage, at the end of the project.



142 countries from the 4 continents took part in the programme.

A dedicated webpage category “ARB Programmes” was created on the <https://arbiters.fide.com> website, to easily group news related to the programme and featured in the central part of the website.

<https://arbiters.fide.com/news/category/arb/fide-events/arb-programmes>

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The table below illustrates the communication strategy around the programme:

Date	Post	Highlight
24/03/2021	Initial Announcement	Official message to feds
09/04/2021	First 5 sessions planned	Technical message with participants
12/04/2021	Our team	The team
15/04/2021	Session 01 ended	31 participants = 31 federations
22/04/2021	Session 02 ended	Chamilo
25/04/2021	Session 03 ended	Workplaces
29/04/2021	Session 04 and 05 ended	First 150
06/05/2021	Sessions 08 and 09 ended	Certificates
09/05/2021	Sessions 06 and 07 ended	Flexibility of calendar
13/05/2021	Sessions 10 and 11 ended	3 per day !
16/05/2021	Session 12 ended	Hybrid pictures
20/05/2021	Session 13 ended	Surveys = feedback for improvement
30/05/2021	Sessions 14 and 15 ended	On the way to advanced course
10/06/2021	Session 16 + Advanced 1	Let's goooo ! Chief arbiters
17/06/2021	Advanced 2 + 3	Newbie/Techie/Tradi/Ready
20/06/2021	Session 17 + Advanced 4	500 / 142
24/06/2021	Advanced 5	Mindset = lead and understand vs learn and apply
01/07/2021	Advanced 6	Final stretch - Preparing the exam
08/07/2021	Advanced 7a + 7b	Thanks

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Financial reporting

Basic course

FIDE Arbiters' Commission - Training Programme for Online/Hybrid Arbiters - Financial Summary

Basic		Attendance			Income				Expense							Balance	
Session	Dates	Registered	Attended	Certificates	FIDE	Federation	Individual	Total	Lect. Bayat	Lect. Freyd	Lect. Marghetis	Lect. McFarlane	Lect. Salama	Total Lect.	Admin. Baralic	Total	Total
Basic 01	12-15 Apr. 2021	31	31	31	930€	0€	0€	930€	200€	200€	200€	0€	200€	800€	50€	850€	80€
Basic 02	19-22 Apr. 2021	28	28	28	840€	0€	0€	840€	200€	200€	200€	0€	200€	800€	50€	850€	-10€
Basic 03	24-25 Apr. 2021	31	31	31	930€	0€	0€	930€	200€	200€	200€	0€	200€	800€	50€	850€	80€
Basic 04	26-29 Apr. 2021	28	28	28	840€	0€	0€	840€	0€	400€	400€	0€	0€	800€	50€	850€	-10€
Basic 05	26-29 Apr. 2021	32	32	32	960€	0€	0€	960€	400€	0€	0€	0€	400€	800€	50€	850€	110€
Basic 06	01-09 May 2021	30	28	28	840€	0€	0€	840€	0€	400€	400€	0€	0€	800€	50€	850€	-10€
Basic 07	01-09 May 2021	32	29	27	870€	0€	0€	870€	400€	0€	0€	0€	400€	800€	50€	850€	20€
Basic 08	03-06 May 2021	31	28	28	360€	390€	90€	840€	400€	400€	0€	0€	0€	800€	50€	850€	-10€
Basic 09	03-06 May 2021	29	26	26	300€	390€	90€	780€	0€	0€	400€	0€	400€	800€	50€	850€	-70€
Basic 10	10-13 May 2021	29	29	29	90€	540€	240€	870€	0€	800€	0€	0€	0€	800€	50€	850€	20€
Basic 11a	10-13 May 2021	31	30	30	30€	840€	30€	900€	0€	0€	0€	0€	800€	800€	50€	850€	50€
Basic 11b	10-13 May 2021	30	29	29	300€	450€	120€	870€	0€	800€	0€	0€	0€	800€	50€	850€	20€
Basic 12	15-16 May 2021	30	30	30	60€	570€	270€	900€	800€	0€	0€	0€	0€	800€	50€	850€	50€
Basic 13	17-20 May 2021	31	27	27	90€	600€	120€	810€	0€	0€	400€	0€	400€	800€	50€	850€	-40€
Basic 14	22-30 May 2021	27	23	22	60€	600€	30€	690€	800€	0€	0€	0€	0€	800€	50€	850€	-160€
Basic 15	22-30 May 2021	30	26	26	90€	450€	240€	780€	0€	0€	0€	0€	800€	800€	50€	850€	-70€
Basic 16*	07-10 Jun. 2021	23	21	20	270€	240€	120€	630€	0€	560€	0€	0€	0€	560€	35€	595€	35€
Basic 17*	19-20 Jun. 2021	20	19	19	120€	240€	210€	570€	560€	0€	0€	0€	0€	560€	35€	595€	-25€
Total		523	495	491	7,980€	5,310€	1,560€	14,850€	3,960€	3,960€	2,200€	0€	3,800€	13,920€	870€	14,790€	60€
%		100%	95%	94%	54%	36%	11%	100%									

Advanced course

FIDE Arbiters' Commission - Training Programme for Online/Hybrid Arbiters - Financial Summary

Advanced		Attendance			Income				Expense							Balance	
Session	Dates	Registered	Attended	Certificates	FIDE	Federation	Individual	Total	Lect. Bayat	Lect. Freyd	Lect. Marghetis	Lect. McFarlane	Lect. Salama	Total Lect.	Admin. Baralic	Total	Total
Advanced 01	07-10 Jun. 2021	32	30	30	290€	350€	260€	900€	200€	200€	200€	0€	200€	800€	50€	850€	50€
Advanced 02	14-17 Jun. 2021	32	30	30	300€	340€	260€	900€	200€	200€	200€	0€	200€	800€	50€	850€	50€
Advanced 03	14-17 Jun. 2021	33	30	30	310€	360€	230€	900€	0€	400€	0€	400€	0€	800€	50€	850€	50€
Advanced 04	12-20 Jun. 2021	32	30	29	290€	250€	360€	900€	0€	400€	0€	400€	0€	800€	50€	850€	50€
Advanced 05	21-24 Jun. 2021	32	31	29	330€	300€	300€	930€	400€	0€	400€	0€	0€	800€	50€	850€	80€
Advanced 06	28 Jun.-01 Jul. 2021	31	31	30	390€	300€	240€	930€	0€	0€	400€	400€	0€	800€	50€	850€	80€
Advanced 07a	05-08 Jul. 2021	26	22	21	230€	270€	160€	660€	800€	0€	0€	0€	0€	800€	50€	850€	-190€
Advanced 07b	05-08 Jul. 2021	25	23	22	230€	320€	140€	690€	0€	0€	0€	0€	800€	800€	50€	850€	-160€
Total		243	227	221	2,370€	2,490€	1,950€	6,810€	1,600€	1,200€	1,200€	1,200€	1,200€	6,400€	400€	6,800€	10€
%		100%	93%	91%	35%	37%	29%	100%									

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Breakdown on the use of funds, FIDE Development Fund:

Total amount budgeted = 10 200 €

Actual amount requested = 10 350 €

- Basic course: 7 980 € = 266 arbiters x 30 €, sponsored to attend the basic course
- Advanced course: 2 370 € = 237 arbiters x 10 € (who didn't skip the basic course)

Other contributions:

- Subscription through federations = 7 800€
- Individual subscriptions = 3 510€

It is a great satisfaction for the commission that the programme was not only used by arbiters benefiting from the FIDE funding and that the actual FIDE contribution is less than half of the budget (47,8%).

The expenses were split into 2 categories:

- Lecturing cost = 20 320 € (standard cost was 100€ per hour, except for sessions 16 & 17 basic, were lecturers offered a discount due to lower attendance)
- Administrative cost = 1 270 €

The overall result is almost balanced:

- Basic course = + 60 €
- Advanced course = + 10 €

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Lessons learned

This project was certainly the main achievement for the commission in 2021! It demonstrated our capability to make our vision concrete and adapt to needs related to the pandemic.

In terms of content, we managed to be innovative and offer the “best possible content” for an 8-hour session course format. All that was achieved under time constraint and working with a small team of dedicated people was a key success factor.

Being capable to design administrative tools (Google sheets) to support the project was a MUST, otherwise the admin cost to manage an overall population of almost 600 people would be too high (either due to mistakes or time spent). We had a great collaboration from Eva, FIDE Accounting, during the whole programme. Thanks to her!

The processes designed to support the scheduling appeared to be well efficient (a very small number of participants who were seriously interested could finally not attend). It was based on mass: offer “theoretical slots” and ask for as many available slots from participants as a first step. Then only decide which sessions would actually be scheduled and assign participants. This works very well, in case people play the game nicely and answer availability surveys quickly.

When requesting the funding, we only requested support for the execution of the programme (lectures + admin support of sessions), which is not a viable approach. We should have budgeted some project management cost (done for free this time) and content design cost (2 000 € taken from the 2021 ARB budget this time).

Introducing the ARB Training Portal through such a project was ambitious, as it meant a huge additional time investment apart from the preparation and administration of the sessions. However, this was ideal in terms of tool acceptance and real life practice: 26 sessions in a short period of time is the best training to get used to a new tool!

Conclusion:

The ARB is extremely grateful to the FIDE Management for their support in this initiative and excited to plan future such development projects in the future. Also, great thanks to the team who was very much dedicated to the job, highly demanding in terms of availability and flexibility!

On behalf of the Commission

Laurent FREYD


Chairman ARB

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Appendix 1 – breakdown of participants by level of seminar and federation/zone/continent

<i>Split of participants</i>			<i>Level</i>			
<i>Continent</i>	<i>Zone</i>	<i>Fed</i>	Basic	Advanced	Grand Total	
Africa	4.1	ALG	2	2	4	
		EGY	3	2	5	
		LBA	2	2	4	
		MAR	3	3	6	
		MTN	2		2	
		TUN	2	1	3	
	4.1 Total			14	10	24
	4.2	CIV			1	1
		CPV	1	1	2	
		GAM	2		2	
		GHA	3	2	5	
		NGR	2		2	
		SEN	1		1	
		TOG	2	1	3	
	4.2 Total			11	5	16
	4.3 BDI			2		2
	4.3 Total			2		2
	4.4	ETH	2	1	3	
		KEN	4	2	6	
		MAD	1	1	2	
MRI		2	2	4		
RWA		1	2	3		
SEY		1		1		
SOM		1		1		

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		SUD	4	3	7
		UGA	1		1
	4.4 Total		17	11	28
	4.5	ANG	2		2
		BOT	3	3	6
		LES	2	1	3
		MAW	2	1	3
		MOZ	2	2	4
		NAM	1	1	2
		RSA	7	8	15
		SWZ	1		1
		ZAM	2	1	3
		ZIM	2		2
	4.5 Total		24	17	41
	4.1	ALG	1		1
	4.1 Total		1		1
	4.2	CIV	1		1
	4.2 Total		1		1
	4.4	MAD	1		1
		RWA	1		1
		UGA	1		1
	4.4 Total		3		3
	4.5	NAM	1		1
		RSA	1		1
	4.5 Total		2		2
Africa Total			75	43	118
America	2.1	USA	10	8	18
	2.1 Total		10	8	18
	2.2	CAN	14	3	17

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	2.2 Total		14	3	17
	2.4	BOL	2	1	3
		BRA	2	2	4
		ECU	3	1	4
		PER	1	1	2
	2.4 Total		8	5	13
	2.5	ARG	3	1	4
		CHI	1	2	3
		PAR	2		2
		URU	2	2	4
	2.5 Total		8	5	13
	2.3.1	MEX	7	6	13
	2.3.1 Total		7	6	13
	2.3.2	CRC	3	4	7
		ESA	1		1
		HON	2		2
		NCA	1	1	2
		PAN	4	1	5
	2.3.2 Total		11	6	17
	2.3.3	CUB	2		2
	2.3.3 Total		2		2
	2.3.4	COL	1	1	2
	2.3.4 Total		1	1	2
	2.3.5	AHO	1		1
		ANT	2		2
		BAH	1		1
		BAR	3		3
		CAY	2		2
		DOM	1		1

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		GUY	2	1	3
		JAM	11	5	16
		LCA	3		3
		PUR	2		2
		SKN	3		3
		TTO	2		2
		VEN	3	2	5
	2.3.5 Total		36	8	44
	2.4	PER	1		1
	2.4 Total		1		1
	2.5	CHI	1		1
	2.5 Total		1		1
America Total			99	42	141
Asia	3.1	BRN	1		1
		IRI	2		2
		IRQ	2	2	4
		KSA	3		3
		KUW	1		1
		LBN	3		3
		OMA	3	1	4
		PLE	2	2	4
		QAT	1		1
		SYR	4	1	5
		UAE	3	2	5
	3.1 Total		25	8	33
	3.2	BAN	2		2
		MDV	3		3
		PAK	1		1
		SRI	4	1	5

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	3.2 Total		10	1	11
	3.3	HKG	1	1	2
		LAO	3		3
		MAS	12	6	18
		MGL	2	2	4
		PHI	9	5	14
		SGP	2	1	3
		TPE	3	2	5
		VIE	2		2
	3.3 Total		34	17	51
	3.4	KAZ	2	2	4
		KGZ	2		2
		UZB	2		2
	3.4 Total		6	2	8
	3.5	CHN	4	1	5
	3.5 Total		4	1	5
	3.6	AUS	3	2	5
		FIJ	1	1	2
		GUM	2	1	3
		NZL	4	3	7
		PLW	1		1
	3.6 Total		11	7	18
	3.7	IND	9	5	14
	3.7 Total		9	5	14
	3.1	BRN	1		1
	3.1 Total		1		1
	3.2	SRI	1		1
	3.2 Total		1		1
	3.4	KAZ	1		1

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	3.4 Total		1		1
	3.6	AUS	1		1
	3.6 Total		1		1
Asia Total			103	41	144
Europe	1.1	AND	1	1	2
		CYP	5	2	7
		MNC	2		2
	1.1 Total		8	3	11
	1.3	DEN	3	4	7
		FIN	1	1	2
		ISL	2		2
		NOR	8	3	11
		SWE	3	1	4
	1.3 Total		17	9	26
	1.4	BUL	9	2	11
		CZE	3	3	6
		HUN	2	1	3
		POL	9	4	13
		ROU	2	3	5
		SVK	2		2
	1.4 Total		27	13	40
	1.6	RUS	5	1	6
	1.6 Total		5	1	6
	1.7	EST	11	5	16
		LAT	7	2	9
		LTU	5		5
	1.7 Total		23	7	30
	1.8	AZE	1		1
		BLR	1		1

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	1.8 Total		2		2
	1.9	UKR	3	3	6
	1.9 Total		3	3	6
	1.10	LUX	1		1
	1.10 Total		1		1
	1.1a	ENG	3	1	4
		SCO	2	1	3
	1.1a Total		5	2	7
	1.1b	BEL	2	2	4
		FRA	3		3
		NED	2	2	4
	1.1b Total		7	4	11
	1.1c	ESP	19	12	31
		ITA	5	5	10
		POR	3	1	4
	1.1c Total		27	18	45
	1.2a	AUT	1	1	2
		GER	29	12	41
		SLO	6	2	8
		SUI	4	2	6
	1.2a Total		40	17	57
	1.2b	CRO	4	3	7
		ISR	6		6
		KOS	2		2
		MKD	2	2	4
	1.2b Total		14	5	19
	1.3	DEN	1		1
		FIN	1		1
		ISL	1		1

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	1.3 Total		3		3
	1.4	POL	1		1
		ROU	1		1
	1.4 Total		2		2
	1.5a	ALB	2		2
		GRE	10	11	21
		MNE	2	1	3
		SRB	5	4	9
		TUR	4	2	6
	1.5a Total		23	18	41
	1.5b	ARM	2		2
		GEO	5	1	6
	1.5b Total		7	1	8
	1.6	RUS	1		1
	1.6 Total		1		1
	1.8	AZE	1		1
		BLR	1		1
	1.8 Total		2		2
	1.9	UKR	1		1
	1.9 Total		1		1
Europe Total			218	101	319
Grand Total			495	227	722