



# SIGGS Project

## User Guide:

*“How to use the online evaluation tool?”*

Co-funded by the  
Erasmus+ Programme  
of the European Union



*Final version*

# Main functionalities



This User Guide explains how to:

1. Create an account
2. Fill in the questionnaire
3. Consult your results
4. Consult your customised Action Plan
5. Download the respective Roadmaps

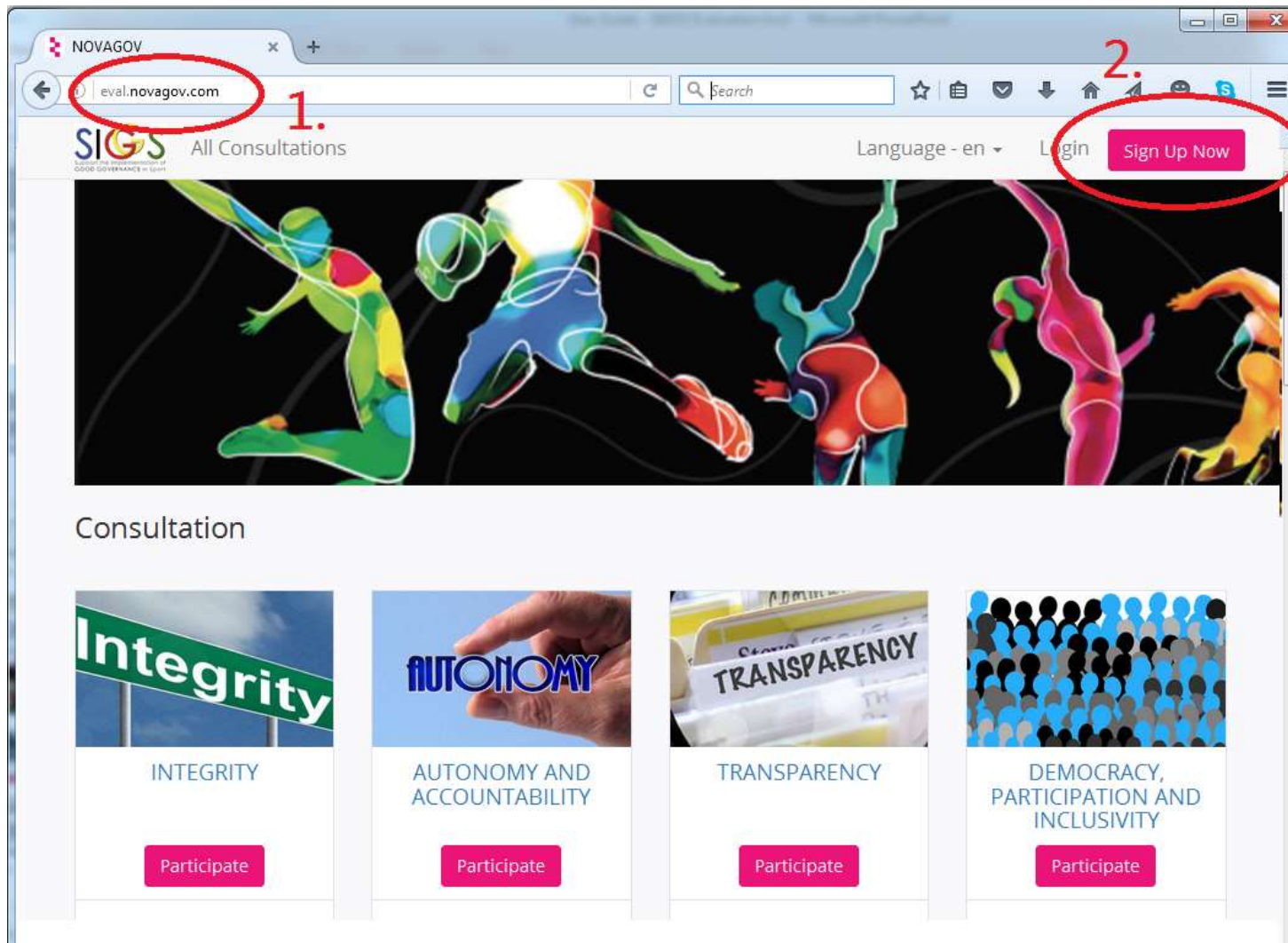
# 1. To create an account



Step-by-step explanation:

1. Go to the **online tool**: [siggs.novagov.com](http://siggs.novagov.com)
2. Click on **“Sign Up Now”**
3. Complete the **required information** for your organisation
4. After completing the information, click on **“Sign Up!”** at the bottom of the page
5. You will receive an email with the request to **confirm your account**
6. After the confirmation, you will receive a **welcome email** and you will be able to **log in**

# 1. To create an account



# 1. To create an account



## Sign Up 3.

First Name

Last Name

Email

Password

Confirm Password

In which country is your organisation based?

Please indicate the type/category of your organisation

National Olympic Committee

Yes

No

If yes, could you please indicate the size of your organisation in terms of number of paid staff (full time equivalent)?

Do you engage unpaid staff/volunteers in your organisation?

Yes

No

If yes, can you please precise the number of unpaid staff/volunteers engaged for a typical year in your organisation?

**Sign Up!**

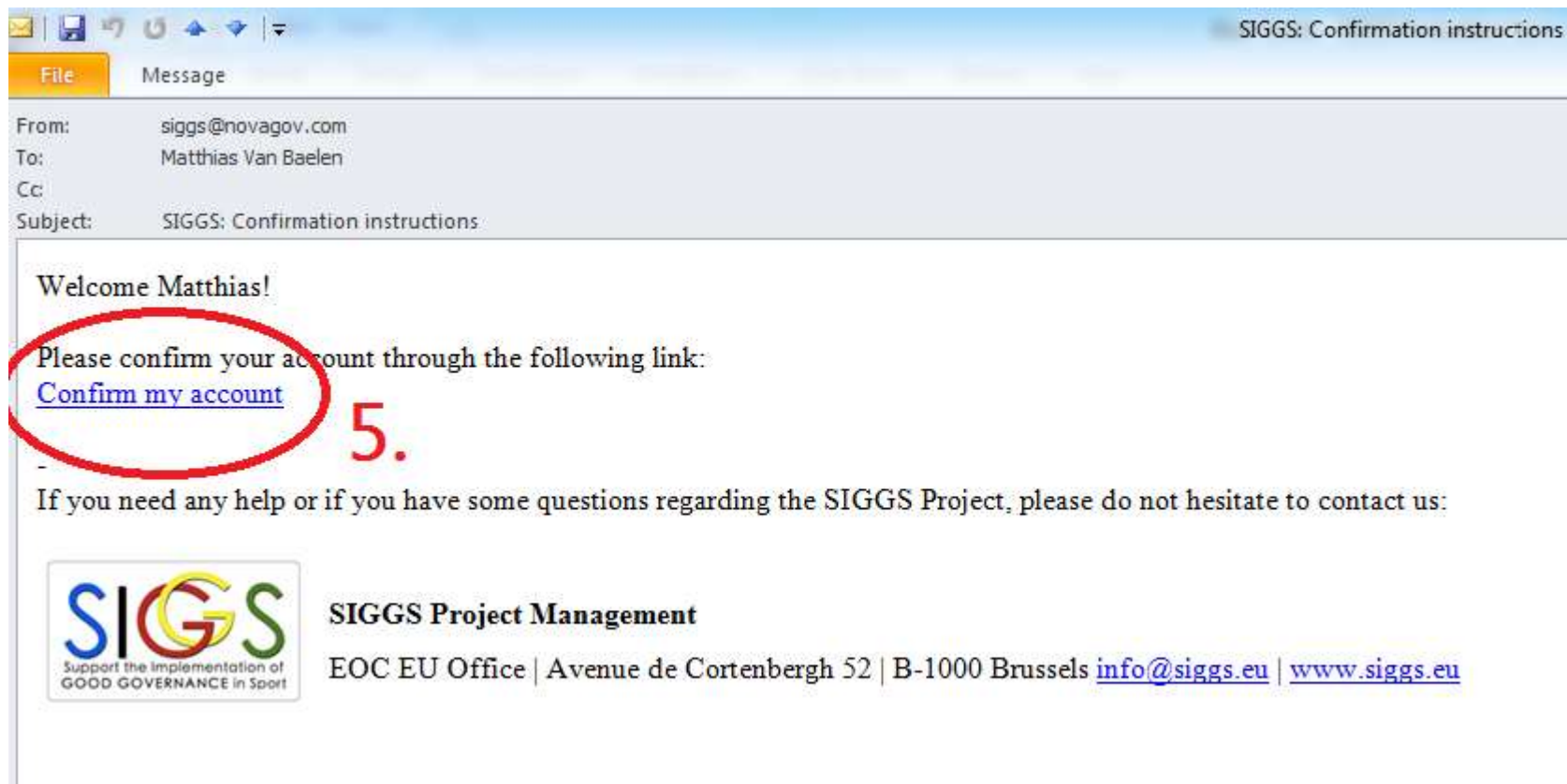
Cancel

[Sign In](#)

[Not Receive Confirmation](#)

4.

# 1. To create an account





# 1. To create an account



## 2. Fill in the questionnaire



Step-by-step explanation:

1. **Log in** with your personal account on [siggs.novagov.com](https://siggs.novagov.com)
2. Click on **“Participate”** to see the questions
3. Fill in the **question** by selecting the **applicable level** ((lowest level (1) up to highest level (5))
4. You can always **change your answer** (if needed) or get **more information** (when available).
5. You can return to the **main menu** or go to the **other principles** by clicking on the SIGGS logo on the top or by following the instructions
6. Complete **all questions for all 4 principles**. A **progress bar** shows how many answers are still missing. You don't have to answer all questions in 1 time - answers are saved automatically



# 2. Fill in the questionnaire



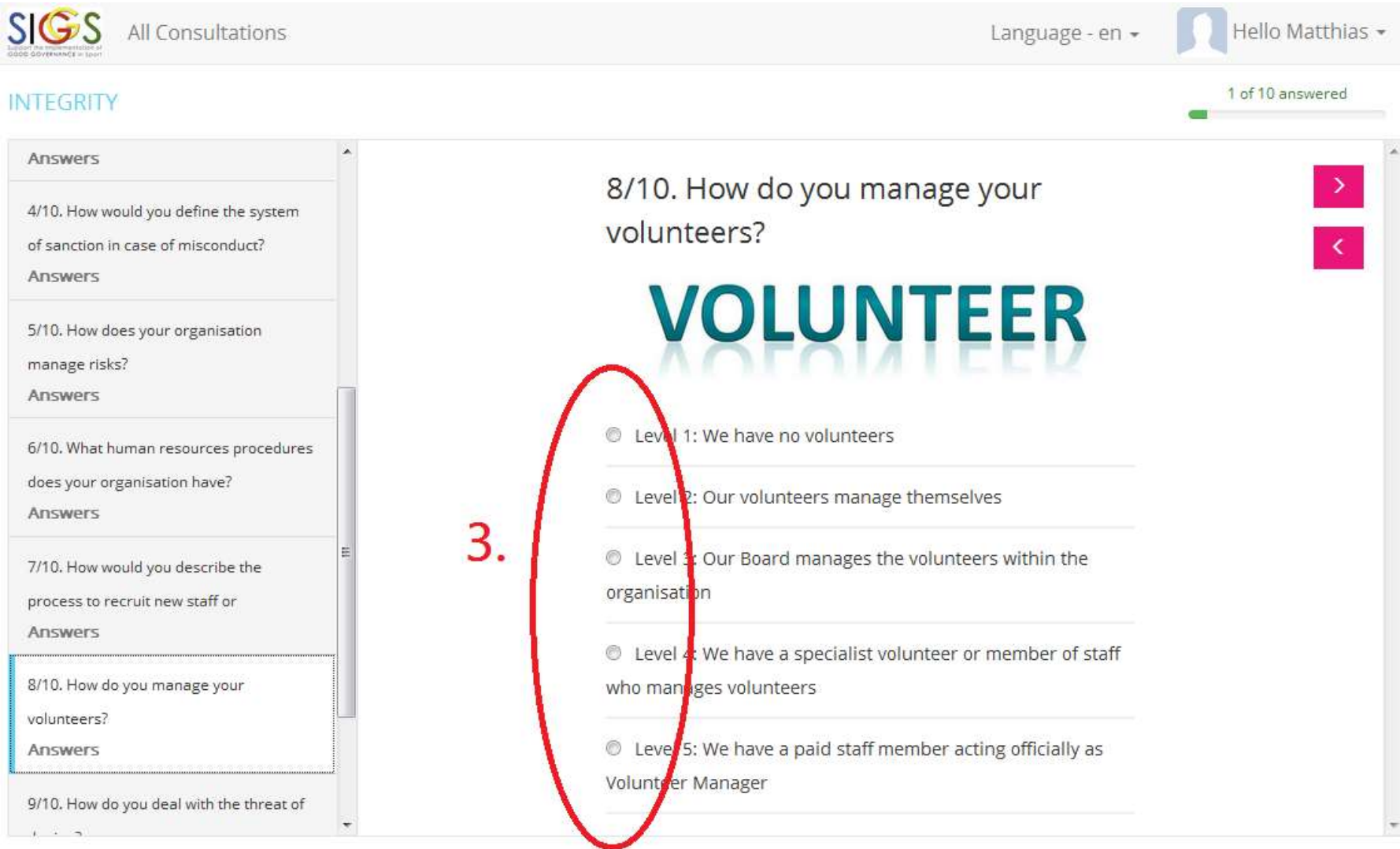
SIGGS All Consultations Language - en Hello Matthias

1.

Consultation

Integrity	AUTONOMY AND ACCOUNTABILITY	TRANSPARENCY	DEMOCRACY, PARTICIPATION AND INCLUSIVITY
 INTEGRITY 2. <a href="#">Participate</a>	 AUTONOMY AND ACCOUNTABILITY <a href="#">Participate</a>	 TRANSPARENCY <a href="#">Participate</a>	 DEMOCRACY, PARTICIPATION AND INCLUSIVITY <a href="#">Participate</a>
10 Questions   0 Answered	13 Questions   0 Answered	11 Questions   0 Answered	10 Questions   0 Answered

## 2. Fill in the questionnaire



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INTEGRITY 1 of 10 answered

Answers

4/10. How would you define the system of sanction in case of misconduct?  
Answers

5/10. How does your organisation manage risks?  
Answers

6/10. What human resources procedures does your organisation have?  
Answers

7/10. How would you describe the process to recruit new staff or  
Answers

8/10. How do you manage your volunteers?  
Answers

9/10. How do you deal with the threat of

8/10. How do you manage your volunteers?

**VOLUNTEER**

3.

- Level 1: We have no volunteers
- Level 2: Our volunteers manage themselves
- Level 3: Our Board manages the volunteers within the organisation
- Level 4: We have a specialist volunteer or member of staff who manages volunteers
- Level 5: We have a paid staff member acting officially as Volunteer Manager

## 2. Fill in the questionnaire

The screenshot displays the SIGGS online consultation interface. At the top left, the SIGGS logo is circled in red. The header includes 'SIGGS All Consultations', 'Language - en', and a user profile 'Hello Matthias'. A progress bar indicates '3 of 10 answered'. The main content area is titled 'INTEGRITY 5.' and shows a list of questions on the left and a detailed view of question 3/10 on the right. Question 3/10 asks 'How does your organisation manage conflict of interest?' and is circled in red with a '4.' next to it. Below the question is a photo of a hand-drawn sign that says 'CONFLICT OF INTEREST'. A list of five levels of responses is shown, with 'Level 2: We have no procedure in pla...' selected and highlighted in blue. At the bottom right of the question view, there is a red circle with a pencil icon and a '4.' next to it.

**SIGGS** All Consultations Language - en Hello Matthias

INTEGRITY 5. 3 of 10 answered

2/10. How would you describe the procedures of your organisation to  
Answers

3/10. How does your organisation manage conflict of interest?  
Answers

4/10. How would you define the system of sanction in case of misconduct?  
Answers

5/10. How does your organisation manage risks?  
Answers

6/10. What human resources procedures does your organisation have?  
Answers

7/10. How would you describe the process to recruit new staff or  
Answers

3/10. How does your organisation manage conflict of interest?

CONFLICT OF INTEREST

Level 1: We do not consider conflict of...

Level 2: We have no procedure in pla...

Level 3: Board members and staff ma...

Level 4: Formal conflict of interest de...




Level 5: We have an established confl...

## 2. Fill in the questionnaire


A screenshot of a web-based consultation interface. The background shows a list of questions under the heading 'INTEGRITY'. A white pop-up dialog box is overlaid on the screen, titled 'Congratulations!'. The dialog box contains the text: 'Thank you for completing this consultation. To participate in other consultations, please [click here.](#)' The text 'click here.' is circled in red. Below the dialog box, a large red number '5.' is visible. The dialog box also has a 'Close' button in the bottom right corner. The background interface includes a sidebar with 'Answers' and question numbers (5/10, 6/10, 7/10, 8/10, 9/10, 10/10) and a main content area with a list of levels (Level 1 to Level 5) for a question.



## 2. Fill in the questionnaire

 All Consultations Language - en  Hello Matthias 


Consultation



INTEGRITY

[Participate](#)


10	3
Questions	Answered
30%	



AUTONOMY AND ACCOUNTABILITY

[Participate](#)


13	1
Questions	Answered
8%	



TRANSPARENCY

[Participate](#)

11	2
Questions	Answered
18%	



DEMOCRACY, PARTICIPATION AND INCLUSIVITY

[Participate](#)

10	0
Questions	Answered
0%	

6.

# 3. Consult your results



## Step-by-step explanation:

1. Once you **completed all the questions**, you can consult your results. After filling in the final question, a window will pop up automatically. Click on **“here”** to go to your results
2. Alternatively: Click on your **personal menu** on the right top corner **“Hello <your name>”**. Select **“My Results”** in the drop-down menu.
3. You can see your results in a **profile graph** in general or for the **four principles individually**. Click on the right to change between graphs.
4. At the bottom of the page, you will see your **5 highest and 5 lowest sub-principles**



# 3. Consult your results

A screenshot of a web application interface for SIGGS. The page title is 'All Consultations' and the main heading is 'DEMOCRACY, PARTICIPATION AND INCLUSIVITY'. On the left, there is a list of consultation questions, each followed by an 'Answers' section. The questions include: '5/10. How do you elect Board members within your organisation?', '6/10. How are Board decisions executed in your organisation?', '7/10. What structure(s) support the Board of your organisation?', '8/10. How does your organisation liaise with its athletes?', '9/10. How does your organisation approach diversity, inclusion and non-discrimination?', and '10/10. How does your organisation approach gender...'. A large, semi-transparent pop-up window is overlaid on the right side of the page. The pop-up has a title bar that says 'Congratulation!' and a close button. The main text of the pop-up reads: 'Thank you for completing all consultations. Your results are ready, please view them [here](#).' The word 'here' is underlined and circled in red. Below the text, there is a large red number '1.' and a 'Close' button. In the background, a large, golden female symbol is visible. At the bottom right, there is a list of levels for a question: 'Level 1: We do not consider it', 'Level 2: We encourage all our female members to ...', 'Level 3: We ask women with the right skills to stand...', and 'Level 4: We have a minimum number of positions f...'. Level 2 is highlighted with a blue background.

# 3. Consult your results



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My Results 2.  
Download Roadmaps  
Profile  
Logout

## Consultation



INTEGRITY

Participate



AUTONOMY AND  
ACCOUNTABILITY

Participate



TRANSPARENCY

Participate



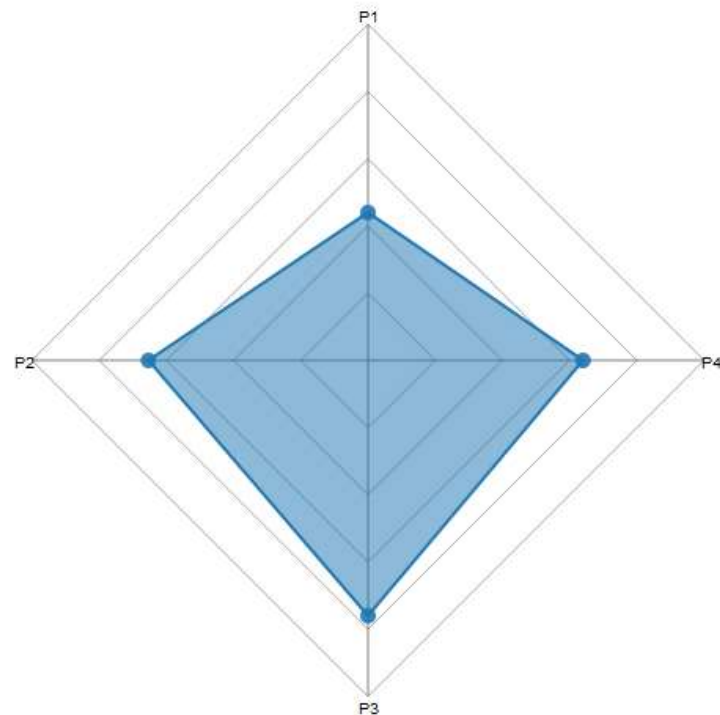
DEMOCRACY,  
PARTICIPATION AND  
INCLUSIVITY

Participate

# 3. Consult your results

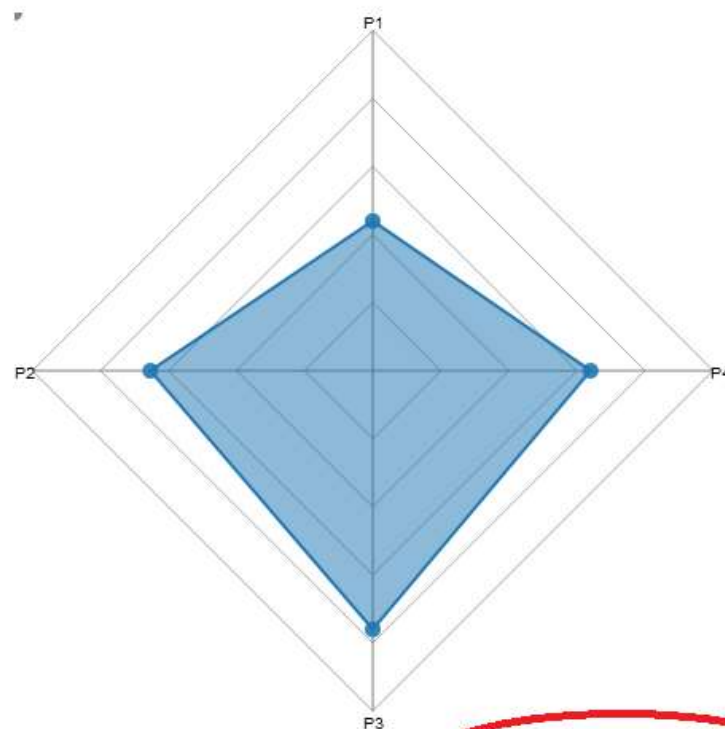


3.



P1 INTEGRITY - 2.2 Points  
P2 AUTONOMY AND ACCOUNTABILITY - 3.27 Points  
P3 TRANSPARENCY - 3.8 Points  
P4 DEMOCRACY, PARTICIPATION AND INCLUSIVITY - 3.2 Points

# 3. Consult your results



P1 INTEGRITY - 2.2 Points  
P2 AUTONOMY AND ACCOUNTABILITY - 3.27 Points  
P3 TRANSPARENCY - 3.8 Points  
P4 DEMOCRACY, PARTICIPATION AND INCLUSIVITY - 3.2 Points

You scored highest on:

4.

- Autonomy - 4.33 Points
- Accountability - 4.0 Points
- External communication - 4.0 Points
- Availability of documents - 4.0 Points
- Internal communication and consultation - 4.0 Points

You scored lowest on:

4.

- Risk management - 2.0 Points
- Diversity and inclusivity - 2.0 Points
- Democratic process and elections - 2.0 Points
- Responsibilities and clearness of role - 2.0 Points
- Integrity of sport competitions - 1.0 Points

## 4. Consult your customised Action Plan



Step-by-step explanation:

1. Go to the section **“My Results”**
2. Click on **“Download Report”**
3. **Select the three sub-principles** (from your 5 lowest) that you would like to focus on in the Action Plan
4. Your customised Action Plan will be downloaded automatically. It contains your results (general and for each principles) and **your customised Action Plan (current level – risk when no action – suggested action)** for the three selected sub-principles
5. You can consult the **Roadmaps** for more information  
=> see next slide



# 4. Consult your customised Action Plan



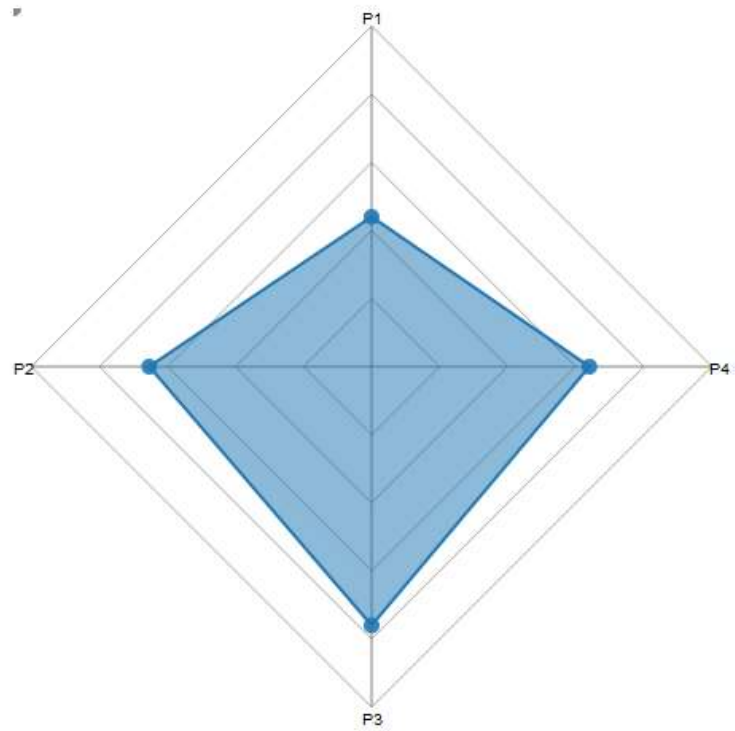
SIGGS All Consultations Language - en Hello Matthias

Synthesis - Profile Graphs

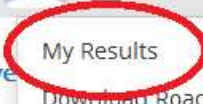
[Download Report](#) PRINCIPLES: Overview

[My Results](#) 1.  
[Download Roadmaps](#)

[Profile](#)  
[Logout](#)



P1 INTEGRITY - 2.2 Points  
P2 AUTONOMY AND ACCOUNTABILITY - 3.27 Points  
P3 TRANSPARENCY - 3.8 Points  
P4 DEMOCRACY, PARTICIPATION AND INCLUSIVITY - 3.2 Points



2.

1.



# 4. Consult your customised Action Plan



A screenshot of a web application interface for SIGGS. The background shows a 'Synthesis - Profile Graph' with a radar chart and various data points. A modal dialog box is overlaid on the screen, titled 'Please choose 3 headlines to get your customized action plan'. The dialog contains a list of five headlines, each with a checkbox and a score: 'Integrity of sport competitions - 1.0', 'Responsibilities and clearness of role - 2.0', 'Risk management - 2.0', 'Diversity and inclusivity - 2.0', and 'Personal integrity - 2.0'. A red circle highlights the text 'Please choose 3 headlines' in the dialog title. At the bottom of the dialog are 'Cancel' and 'Continue' buttons. The background interface includes the SIGGS logo, 'All Consultations', 'Language - en', and various data points like 'Overall', 'Y - 2.2 Points', 'MY AND ACCOUNT', 'RENCY - 3.8 Points', 'TY DEMOCRACY, PARTICIPATIO', and 'INCLUSIVITY - 3.2 Points'. At the bottom of the page, there are labels 'You scored highest on:' and 'You scored lowest on:'.

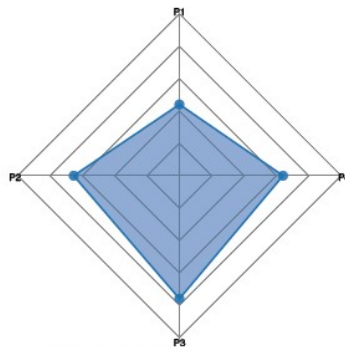
# 4. Consult your customised Action Plan



## CUSTOMISED ACTION PLAN

Organisation Name:	EOC EU Office
Representative Name:	Matthias Van Baelen
Date of issue:	31/03/2016

### Synthesis - Overall



P1 INTEGRITY - 2.2 Points  
 P2 AUTONOMY AND ACCOUNTABILITY - 3.27 Points  
 P3 TRANSPARENCY - 3.8 Points  
 P4 DEMOCRACY, PARTICIPATION AND INCLUSIVITY - 3.2 Points

**You scored highest on:**

- Autonomy - 4.33 Points
- Accountability - 4.0 Points
- External communication - 4.0 Points
- Availability of documents - 4.0 Points
- Internal communication and consultation - 4.0 Points

**You scored lowest on:**

- Risk management - 2.0 Points
- Diversity and inclusivity - 2.0 Points
- Democratic process and elections - 2.0 Points
- Responsibilities and clearness of role - 2.0 Points
- Integrity of sport competitions - 1.0 Points

## 4. Synthesis, Feedback and Action Plan

### Personal integrity

1 <u>FEEDBACK</u>	2 <u>RISK WHEN NO ACTION</u>	3 <u>SUGGESTED ACTION</u>
<p>Your current level is "Emerging" (Level 2)</p>	<p>Manipulation of competitions</p> <p>Incidents that harm the reputation of the organisation and the whole sports sector</p> <p>Unethical behaviour (e.g. discrimination, harassment, sexualised violence...)</p> <p>Mismanagement</p> <p>Conflicts of interest</p> <p>Fraud and corruption</p>	<p>Establish what is considered to be a conflict of interest within your organisation</p> <p>Encourage Board members and staff to make informal conflict of interest declarations when issues arise</p> <p>Consider within the Board what the procedure would be for dealing with mismanagement or fraud in case the issue arises (e.g. ad-hoc disciplinary committee)</p> <p>Adopt a generic code of conduct setting out general rules on ethical behaviour for the organisation regardless of roles and positions</p>

### 5.

Please consult the respective Roadmap (including definitions, ideal scenario, best practices examples and description of key elements) for more information  
[http://eval.novagov.com/question\\_heading\\_documents?locale=en](http://eval.novagov.com/question_heading_documents?locale=en)

# 5. Consult the respective Roadmaps



Step-by-step explanation:

*Note: For the **three sub-principles in your Action Plan**, you can consult the general **Roadmaps** for more information*

1. Go to the section “**Download Roadmaps**” in your personal menu
2. **Select the respective Roadmap** out of the list. Each principle contains 5 Roadmaps. Click on H <number> to **download** the document in pdf.
3. Each Roadmap contains **6 sections**: 1) definition, 2) ideal scenario, 3) risks (in case of no implementation), 4) instruments and key elements, 5) good practice examples and 6) steps to reach next level (as included in your Action Plan)

# 5. Consult the respective Roadmaps

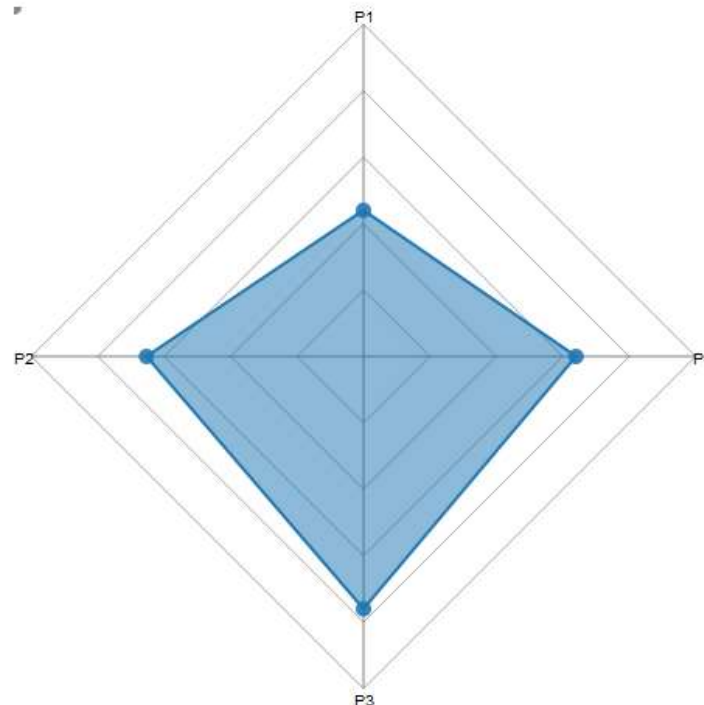


SIGGS All Consultations Language - en Hello Matthias

Synthesis - Profile Graphs [Download Report](#) PRINCIPLES: Overview

- My Results
- Download Roadmaps**
- Profile
- Logout

1.



P1 INTEGRITY - 2.2 Points  
P2 AUTONOMY AND ACCOUNTABILITY - 3.27 Points  
P3 TRANSPARENCY - 3.8 Points  
P4 DEMOCRACY, PARTICIPATION AND INCLUSIVITY - 3.2 Points

You scored highest on:

You scored lowest on:

# 5. Consult the respective Roadmaps



All Consultations

Language - en ▾



Hello Matthias ▾

## Download Roadmaps

P1



H1.1

Personal integrity



H1.2

Sanctions



H1.3

Risk management

2.



H1.4

Human resources management



H1.5

Integrity of sport competitions

P2



H2.1

Autonomy



H2.2

Accountability



H2.3

Responsibilities and clearness of role



H2.4

Career support for athletes / staff / volunteers



H2.5

Financial aspects



# 5. Consult the respective Roadmaps



## ROADMAP PRINCIPLE 1: INTEGRITY

### Headline 1.3: Risk Management

#### 1. Definition

Risk management is the process to identify, assess, analyse, understand and prioritise potential risks in advance. This process is followed by coordinated procedures to manage, reduce, mitigate and/or eliminate the risk across all of the activities with a view to ensure that uncertainty does not endanger the objectives or the financial situation of the organisation and to avoid or minimise the impact in case unfortunate events occur.

#### 2. Ideal scenario

A formal risk management plan is in place within the organisation to identify potential problems before they occur. This plan covers all aspects of the organisation and its activities and sets out continuous procedures and mitigating factors to deal with the potential risks. Risks are assessed on a regular basis.

#### 3. Risks

- Unawareness of possible operating failures within the organisation
- Incapacity to deal with unexpected events (e.g. loss of sponsors, integrity problems)
- Reactive instead of pro-active management
- Inability to identify problems at an early stage
- Inability to act in a responsible and timely fashion when unexpected events occur or are about to occur
- Financial instability
- Endanger sustainability of the organisation

#### 4. Instruments and key elements

#### 5. Good practice examples

##### Example "Risk management strategy"

**Organisation:** Australian Sports Commission (public body)

**Description:** The Australian Sports Commission has developed a complete risk management process to help clubs and federations. The process consists of various steps on how to deal with risks as a checklist: establish the content, identify the risks, analyse the risks, evaluate the risks and finally, treat the risks. A very detailed explanation is provided on how to undertake these different steps. Especially the way to analyse and evaluate the risks by assessing the likelihood in combination with the impact of the risk is very useful and can serve as a tool to prioritise the necessary next steps. In addition, the Australian Sports Commission has drafted a document to explain the implementation of the risk management process, for which they have identified four key steps:

- Support of the board/committee (including the nomination of a responsible person such as a risk manager or a responsible body)
- Development of the risk management framework (including the risk management policy and risk priority table)
- Communication/Education
- Monitor and review

**Further information:**

[http://www.ausport.gov.au/supporting/clubs/governance/risk\\_management](http://www.ausport.gov.au/supporting/clubs/governance/risk_management)

<https://sportandrecreation.nsw.gov.au/clubs/ryc/governance/risk>

#### 6. Steps to next level

To level 2 ★★ "Emerging"	To level 3 ★★★ "Developing"	To level 4 ★★★★ "Established"	To level 5 ★★★★★ "Embedded"
<ul style="list-style-type: none"> <li>• Make sure that your main assets are well insured</li> <li>• Make sure that your staff is well insured when working or travelling</li> </ul>	<ul style="list-style-type: none"> <li>• Identify the main risks that your organisation faces</li> <li>• Consider what can be done in the short run to mitigate the most prominent risks</li> </ul>	<ul style="list-style-type: none"> <li>• Identify the various risks that your organisation faces</li> <li>• Set-up precise procedures of how different risks should be dealt with</li> <li>• Nominate a responsible person to</li> </ul>	<ul style="list-style-type: none"> <li>• Adopt a formal risk management plan covering the identification of risks over the evaluation to a prioritisation of the various risks. In addition, set out clear procedures how to deal with this</li> </ul>



# Questions or comments?

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