



United Nations
Educational, Scientific and
Cultural Organization



World
Heritage
Convention

Frequently Asked Questions

on the online Periodic Reporting questionnaire
Second Cycle (2012-2015)

The following Frequently Asked Questions have been elaborated on the basis of feedback received from the National Focal Points and Site Managers. The World Heritage Centre intends to update this document on a continuous basis.

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GENERAL QUESTIONS

What is the National Focal Point entitled to do?

- National Focal Points fill in the questionnaire Section I.
- National Focal Points also review and validate all the questionnaires Section II, after being completed by Site Managers. They have the possibility to make any adjustments directly in the questionnaires before their submission.
- National Focal Points are responsible for the final submission of all their State Party's questionnaires Section I and II.

What is the designated Site Manager entitled to do?

- Site Managers fill in the questionnaire Section II.
- Site Managers can access only the questionnaire of the property(ies) that they are responsible for.

What if the Site Manager changes during the Periodic Reporting exercise?

If there is a change of Site Manager, the State Party is invited to inform the World Heritage Centre as soon as possible in order to give the new designated Site Manager access to the online questionnaire. The former Site Manager will no longer be able to access the questionnaire.

ACCESS ISSUES

Who has access to the Periodic Reporting questionnaires?

Access to the questionnaires is restricted to National Focal Points, Site Managers, the Advisory Bodies and the World Heritage Centre, and according to the level of access.

How do I create an account to access the Periodic Reporting questionnaires?

In September 2012 the World Heritage Centre has sent an access email to all National Focal Points and all Site Managers officially designated by their respective government. The email contained the username (= usually registered email address) and a personal link to choose/create the password. Site Managers who did not receive this email can request the World Heritage Centre (wh-periodicreporting@unesco.org) to resend this email.

How can I change my registered email or password?

It is possible to change your registered email address and/or password through the World Heritage Centre website's interface.

To change your password: <http://whc.unesco.org/en/153/error=forgotlogin>

To change your email: Please contact the World Heritage Centre (wh-periodicreporting@unesco.org).

ONLINE QUESTIONNAIRE

When will the online Periodic Reporting questionnaires be available for Group B?

The Periodic Reporting exercise for Europe and North America, launched in July 2012, will be conducted over the course of three years with countries divided into two groups: Group A¹ and Group B² (see also Decision [36 COM 10B](#) by the World Heritage Committee). Users from the Group B regions are asked to complete the online Periodic Reporting questionnaires (Section I and II) from 1 September 2013 to 31 July 2014.

How long will it take to complete the questionnaire?

Filling in the questionnaire requires substantial amount of information. The time necessary to fill in the questionnaire depends on the availability of this information and its accessibility. It is recommended to start filling in the questionnaire as soon as possible in order to get an overview of the information needed and to effectively organize the work.

What language should be used to fill in the questionnaires?

The questionnaires are available in English and French and must be answered in one of these two languages. If, for working purposes, the use of another language is more practicable, translation needs to be provided by the State Party. Any information submitted to the World Heritage Centre should be in English or French.

How to submit the questionnaires?

The questionnaires are to be submitted online only. Only the designated National Focal Points are able to submit the questionnaires Section I and II.

Can a questionnaire be modified after submission?

After submission the questionnaires cannot be modified by the State Party.

¹ Group A

September 2012 - 31 July 2013

Austria - Belgium - Canada - Denmark - Estonia - Finland - France - Germany - Iceland - Ireland - Latvia - Lithuania - Luxembourg - Monaco - Netherlands - Norway - Sweden - Switzerland - United Kingdom - United States of America.

² Group B

September 2013 - 31 July 2014

Albania - Andorra - Armenia - Azerbaijan - Belarus - Bosnia Herzegovina - Bulgaria - Croatia - Cyprus - Czech Republic - FYR of Macedonia - Georgia - Greece - Holy See - Hungary - Israel - Italy - Malta - Moldova - Montenegro - Poland - Portugal - Romania - Russian Federation - San Marino - Serbia - Slovakia - Slovenia - Spain - Turkey - Ukraine.

[How to correct /update pre-filled questions?](#)

Some questions have been pre-filled with information available at the World Heritage Centre. Please use comment fields to correct / updated the pre-filled information if necessary.

[How can Site Managers upload additional documents?](#)

Additional information can be submitted [via email to the National Focal Points](#) who will ensure its transmission to the World Heritage Centre.

[Can the 'Your comment' box of optional questions be used to fill in additional information for different question?](#)

The 'Your comment' box should only be used to answer its related question. Rather than using the extra space of the facultative questions, we suggest to shorten your answers and to be concise and factual.

[Do the different questionnaires have to be submitted individually or all at once?](#)

The questionnaires can be submitted individually or all at once.

[What sections of the report will become publicly available?](#)

After review and submission of the questionnaires by the National Focal Points, the World Heritage Centre will proceed with the analysis and preparation of a [Regional Periodic Report](#) which will be presented to the World Heritage Committee in 2015. [Short summary reports](#) of Section I and II generated from the questionnaires will also become [publicly available, unless the concerned State Party objected to it before 13 December 2013 for Group A and 1 October 2014 for Group B.](#)

[When and where will the summary reports on the Second Cycle of the Periodic Reporting exercise be published?](#)

The Periodic Reporting short summary reports will be available for downloading in May 2014 on whc.unesco.org on each inscribed property page, under the "Documents" tab.

Section I

12. Conclusions and Recommended Actions

How many options need to be selected from the list of entries?

The system requires the selection of up to six “Actions for Implementation”, provided there are more than six listed. If less than six are listed, all actions should be selected and saved.

Section II

1. World Heritage Property Data

1.3 Is it possible to update the “Geographic Information Table” directly?

All modifications should be listed in the “Your comment” box. If the space provided does not allow you to provide all the necessary details, separate documents can be sent via the National Focal Point to the World Heritage Centre (wh-periodicreporting@unesco.org). Please identify the question number and clearly describe the modification.

In addition, we recommend to read carefully the [guidance](#) concerning the records on the geographic coordinates.

1.4 What to do in case one or more maps is missing?

If you have noticed any discrepancies concerning maps in the questionnaire, please contact the World Heritage Centre (wh-periodicreporting@unesco.org) and clearly state the issue(s).

In addition, we recommend to read carefully the [guidance](#) concerning requirements for Maps.

2. Statement of Outstanding Universal Value

Why not all the retrospective Statements of Outstanding Universal Value (rSOUV) have been pre-filled in the Periodic Reporting questionnaires?

Only the rSOUV adopted by the World Heritage Committee before the launch of the Periodic Reporting exercise (September 2012 for countries of Group A and September 2013 for countries of Group B) were pre-filled in the Periodic Reporting questionnaires.

Is it possible to change the “Protection and management requirements” of a Statement of Outstanding Universal Value (SOUV) when the number of characters in the comment is not enough?

Only minor editorial errors can be corrected. A procedure to update the SOUV section “Protection and management requirements” has not yet been adopted.

2.3 What are “attributes expressing the Outstanding Universal Value (OUV)”?

The attributes of OUV are defined at the stage of preparation of a Statement of OUV, a statutory requirement since 2006 for all newly inscribed properties. This is a facultative question and concerns World Heritage properties that do not have a Statement of OUV.

4. Protection, Management and Monitoring of the Property

Should supplementary materials, references, etc. be submitted in hard copy or electronic version?

National Focal Points are encouraged to submit management plans electronically to the World Heritage Centre, accompanied by an official letter.

4.4.13 *How does “community outreach” needs to be understood, especially in relation to the “availability of professionals”?*

“Community outreach” refers to the services and programmes targeted to the local communities. It usually includes awareness-raising campaigns and training designed to enhance participation and the fruition of the heritage assets by the general public. The extension of outreach activities depends on the programmes (and their budget) set out for the local target groups (and the assessment of their specific needs). When answering this question, the amount of personnel assigned to this task for each World Heritage property should be indicated.

4.4.14 *What is meant exactly by “Community outreach” in terms of training opportunities?*

“Community outreach” refers to the way the managers of the World Heritage property have the opportunity to be trained to adequately communicate and interact with the local community. This community is an important stakeholder and a good relationship between managers and local community can lead to a better conservation of the property.

4.4.13-14 *How does “interpretation” need to be understood, especially in relation to the “availability of professionals” mentioned in the question?*

When answering this question, the amount of personnel assigned to tasks related to interpretation (e.g. explanatory panels, etc.) and education for each World Heritage property should be indicated.

4.9.1 *Why some of the management needs I have selected in part 4 do not appear in this section?*

Question 4.9.1 is a list of management needs automatically generated from the answers given in questions 4.1 to 4.8. The list identifies only those management needs which require further action. Any modification(s) to the questions 4.1–4.8 will impact on the automatically generated list (4.9.1.). Moreover the list in 4.9.1 is linked to the automatically generated table in section 5.2.

5. Summary and Conclusions

5.1 *If site managers want to assess factors not included in the summary table, what can they do?*

Site managers can only assess up to six most important negative factors that have been identified as “current” and “negative” in Section 3.

5.2 *Why one or more of the management needs that require further action selected in question 4.9.1 do not appear in this section?*

Make sure that the top 6 management needs that require further action have been selected in question 4.9.1. If 6 or less needs have been identified then simply tick all the boxes. Make sure to save your changes.