



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

V4Volunteering

SPORT VOLUNTEERING PRACTICAL COURSE

2021

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Yellow Shirts

C.S. Știința Baia Mare

Associació Cultura Creativa

Gençlik Mevsimi Derneği

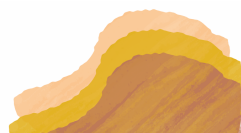
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DISCLAIMER

The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

This workbook has been elaborated during the project “V for Volunteering” (613659-EPP-1-2019-1-RO-SPO-SSCP), funded by the European Union through the Education, Audiovisual and Culture Executive Agency, in the context of the Erasmus+ Sport Programme, “Small Collaborative Partnerships” action.



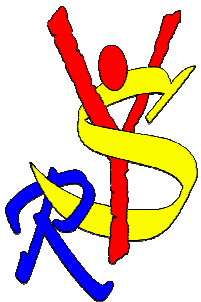
1. How did this course appear?

From ideas to practice

The “V for Volunteering” project was born from the desire to support and encourage more people to volunteer in sports, as this branch offers a great variety of experiences and skills development opportunities as any other type of volunteering.

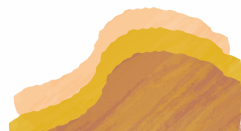
In order to do so, we identified the need of having a better preparation and training of the potential candidates for the sport events, thus they to know ahead of time, on one hand what it is expected from them, while on the other how could they get great, meaningful experiences while volunteering in sports.

The people behind



Yellow Shirts Association was founded in 2010 in Baia Mare, Romania, with the aim to support the integration of youth in the community, by providing educational actions aimed at developing the beneficiaries at the personal and professional level.

Starting with 2016, its members became more and more involved in the world of sport, by volunteering in various events from the local to the international level, and organising small sport workshops and events.



C.S. Știința Baia Mare is a public sport club from Baia Mare, Romania, established with the purpose to encourage people to practice sports and allow them the context to play professionally in several branches.

Știința Explorări, as its male volleyball section, was established in 1969, has impressive results at the national level, and yet has occasionally participated in European competitions too.



Associació Cultura Creativa was founded in 2016 in Gandía, Spain, as a result of the former EVS volunteers' desire to support the personal and professional development of youth.

With a vast experience in volunteering and social inclusion, it supports the local people in getting a better life themselves through entrepreneurial, environmental, cultural and creative actions.

Gençlik Mevsimi Derneği was born in Istanbul, Turkey, in 2014, from the will to prepare young people to successfully meet the challenges of the nowadays society, by empowering them through international learning experiences.

Encouraging the youth volunteering, it acts as an info desk for such opportunities, and promotes the development of innovative youth voluntary service and senior mentoring programs.



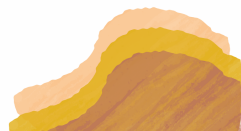
Getting it real

The “V for Volunteering” project is funded by the European Commission through the programme of Erasmus+, Sport domain, Small collaborative partnerships sub-action, and is implemented between 2020 and 2021.

The programme offers a great variety of opportunities for entities and individuals that cover more mobilities and cooperation opportunities than ever.

With fields such as education, training, youth and sport, it supports the larger objective of the EU towards a better future for all its members.

Get more info here: erasmus-plus.ec.europa.eu



2. A quick glance before we start

Congratulations for the initiative and eagerness to discover the world of sport volunteering!

The workbook hereby resulted from a strong desire to have together practical information and shared personal experiences from the sport volunteering universe that could inspire other people to try it out.

The contents are divided into 3 sections, as following:

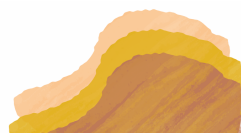
- **Volunteering as a lifestyle:** we will discover various definitions of volunteering, benefits, types of sport events, where to find sport volunteering opportunities and tips to apply;
- **Training for sport events:** we will get inside the sport events with uniforms and accreditation, general behaviour and expectations from volunteers, health safety measures, communication while volunteering, and potential roles;
- **The experience and your legacy:** we'll find out how to prepare for the departure and share your experience once it's over.

In addition to the workbook, we have prepared a guide with many information and situations linked to these presented in the course, specially designed to help you to remember easier the general aspects of a volunteer work in sport events. Check the contact section in the beginning of this course, download it and get it started! We'd very much appreciate if you'd give us your feedback, impressions, suggestions and comments regarding the training scheme presented. It would be a great help to improve it further.

Be honest with the answers and try to go as deeply as you can. You will not only make it easier for you to identify and apply for the opportunities that suit you, but you will be also making yourself useful at the maximum level you can offer for your volunteering position.

We hope this course will lead you to and through a wonderful experience, and help you get the adventure you may be already longing for.

Welcome aboard!



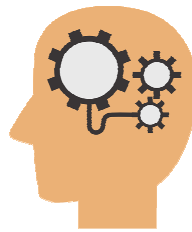
The course comes with mainly practical aspects of your preparation for a sport volunteering position.

Make sure you supplement your information and read the “Sport volunteering guide”.

The proposed exercises can be divided in the following types:



free writing



brainstorming



puzzle



test

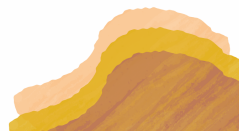


fast answer



research

Feel free to expand the tables for as many rows as you need.



VOLUNTEERING AS A LIFESTYLE



3. VOLUNTEERING AND BENEFITS



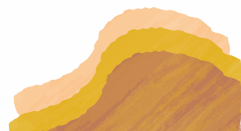
Let's start with several important questions we invite you to reflect upon. Note down the answers.

What does volunteering mean for you?
How would you define this concept?

What fields attract you?
What are its specificities?

What are your hobbies, passions or interest that you
would like to share with the rest?

How exactly do you see yourself as a volunteer?
What would be your regular programme or shift?

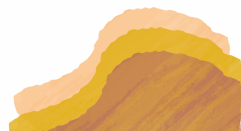


How would this experience benefit you?
What could you learn? What could you gain from it?

How much time do you have to offer to it?
How involved do you want to be?

What would make you give up the idea of becoming a
volunteer?

What could stop you from volunteering?

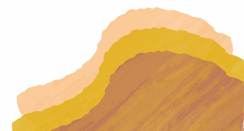




Note down the answer to the following questions.

Why would you volunteer in sports?

What is the core motivation for you?

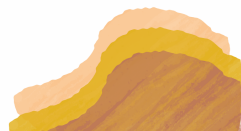




What would be your benefits obtained from volunteering in sports?

Think about the following 2 situations and separate the benefits in personal, professional and social categories:

Volunteer on a regular basis, supporting a club with their on-going activities	Volunteer on a unique occasion, supporting the organization of a particular event
Personal benefits	Personal benefits
Professional benefits	Professional benefits
Social benefits	Social benefits



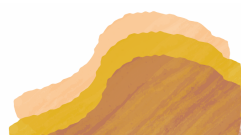
4. WHY VOLUNTEER IN A SPORT EVENT?

Mark down the answer (Y for yes and N for no) to the following questions to see if you would be suitable for volunteering in a sport event.

Count the total number of each answer and see if you are genuinely interested in volunteering in sports.



Question		Y/N	Question		Y/N
a.	Am I interested in sports in general or am I a fan of a specific sport or club?		b.	Am I interested in volunteering locally-nationally or internationally?	
c.	Do I have the financial support for my away volunteering opportunities (outside your area at the national or international level)?		d.	Am I committed to stick with the organisers till the end of the event, even if things turn wrong?	
e.	Can I take the responsibility to present myself every time for every agreed scheduled shift?		f.	Do I see myself making a difference in the sport world by contributing as a volunteer?	
g.	Am I available and eager to participate in training sessions (online/on-site) offered by the organiser?		h.	Do I have competences that could benefit the organisers?	
i.	Am I eager to learn and improve myself, if required?		j.	Am I eager to work in and be part of a team?	



Question		Y/N	Question		Y/N
k.	Can I follow instructions as being told?		l.	Can I work under a coordinator?	
m.	Can I behave according to the imposed norms while being at my shift?		n.	Do I have the capacity/eagerness to work under stress?	
o.	Do I have the capacity/ eagerness to keep the communication flowing during the events (for actions that could affect the implementation)?		TOTAL YES		
			TOTAL NO		

Let's get a bit deeper and see who you are. Have you ever done your personal S.W.O.T. analysis?

Think about the following aspects in connection to a sport volunteering position:



S.W.O.T. stands for:

S – Strengths: *What are you good at? What you know the best to do?*

W – Weaknesses: *What are you lacking? What you don't know very well to do?*

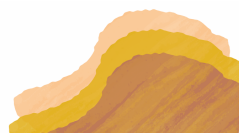
O – Opportunities: *What resources (people, entities, internet) of information do you have? Who or what could provide you sources of opportunities?*

T – Threats: *What could stop you from achieving what you want? What are the potential risks you could face?*

The strengths and weaknesses are about you and totally depend on your way of being and in your interests.

The opportunities and threats are external dynamic factors that are in a small measure dependable on you.

The strengths and opportunities are the positive aspects that you should focus on, while weaknesses show you what to work more to improve (could become strengths) and threats to know to avoid. As negative they might sound, actually threats can help you make a prevention and risk evaluation-response plan.

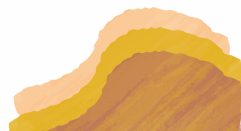


Strengths

Weaknesses

Opportunities

Threats

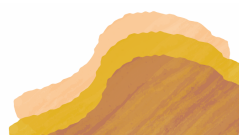


5. TYPES OF EVENTS

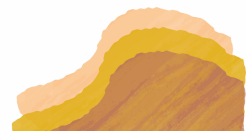
*Fill in the table with examples of competitions you would be interested in, taking into consideration their category.
What's their typical duration? When do they usually take place?*



Category	Example	Duration	Period/frequency
Local events			
Regional events			
National events			
Continental events			
International events			
Single sport events			



Category	Example	Duration	Period/frequency
Multi-sport events			
Individual events			
Team events			
Age related categories events			
Elimination system events			
Round match system events			
Mixed types events			
Cup system events			

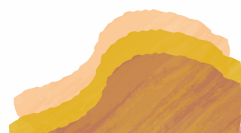


6. VOLUNTEERING IN SPORTS – THE BEGINNING

Once identified the types of events you are interested in, it is time for a bit of research and see how to identify the volunteering opportunities they could offer. From where could you get this information?



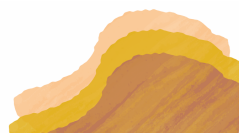
Event		Contact person and details (name, email, phone)	Online presence (website, social networks)
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			



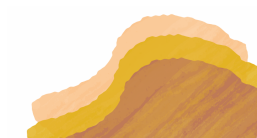
As you have it more or less clear in your mind the type of events you want to volunteer for, you are ready to prepare your “pre-pitch”. Feel free to come back to it whenever you need to update it.



SPORT RELATION <ul style="list-style-type: none">- what is your connection with the chosen sport- how you ended up selecting this event/sport	
ATTITUDES <ul style="list-style-type: none">- your approach concerning various tasks- how you react to certain situations	
GENERAL AND SPECIFIC SKILLS & KNOWLEDGE <ul style="list-style-type: none">- what you are good at- what you know how to do	
LANGUAGES <ul style="list-style-type: none">- languages you know and their level	

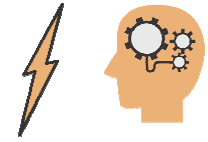


TRAINING AND QUALIFICATIONS - undergrad, master, Ph.D connected to the sport field or to the aimed position - training courses, seminars, conferences and qualifications suitable for the aimed position	
PARTICIPATION AT VARIOUS EVENTS - where else have you been involved in the organising/volunteering teams - what other types of events did you attend that could be relevant for sport volunteering	
OTHER RELEVANT ASPECTS - what are the other aspects that you consider important and relevant for your pitch	

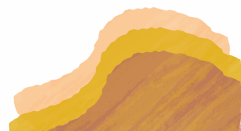


Check the following list before applying to a volunteering opportunity.

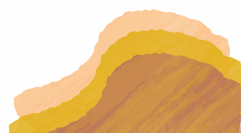
Mention in the observations any specific aspect you need to revise, check or specify.



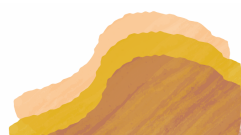
ITEM		YES/NO	DEADLINE	OBSERVATIONS
ELIGIBILITY				
1.	The event accepts volunteers from your country			
2.	You can enter the country where you go (valid passport/ID, visa covering the event period)			
3.	Medical requirements (vaccinations, specific requests)			
4.	Age limits			
5.	Main spoken language			
POSITIONS				
6.	You chose the main position			
7.	You specified at least 1 more position you'd like (as back-up)			



ITEM		YES/NO	DEADLINE	OBSERVATIONS
8.	You posses the requested skills for the applied positions (you fulfil their criteria)			
PERIOD OF AVAILABILITY				
9.	You are aware of the training period requested pre-event (on-line, face to face)			
10.	You are aware of the training period just before the event (with how much time before you need to be there)			
11.	You are available for the minimum period they requested (for the event)			
12.	You are available for the mandatory last day of being there (so you can arrange the travel <i>after</i> it finishes completely, including potential post-event work specified)			
LOGISTICS (provided or needed to be covered)				
13.	Transportation to the event			
14.	Accommodation for the entire period, including training			



ITEM		YES/NO	DEADLINE	OBSERVATIONS
15.	Food			
16.	Additional clothes for work			
17.	Additional equipment for work			
18.	Local transportation			
19.	Items to ease your work outdoor (sun cream, hats, scarves, etc)			
20.	Any other technical or practical request for the position or presence at the event			

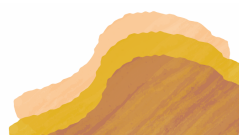


Let's see next some potential questions for the interview. Now remember that your answers should be as sport specific/connected as possible. Avoid general answers that could not provide the needed information to the recruiter.



Here is a short list of questions, with few of the most typical questions, generally used in a short interview.

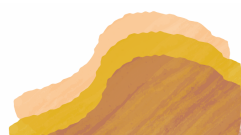
Question		Your answer
1.	How would you describe yourself?	
2.	Why do you want to volunteer at this event?	
3.	What are your hobbies?	
4.	What languages do you speak and what is their level?	
5.	What's your connection to sports/ this sport?	
6.	Do you have any previous volunteering experience? If yes, share a bit more. If no, how do you see such an experience for you?	
7.	Have you volunteered before in sport/ this sport event? What did you do – position, tasks	
8.	What recommends you for the chosen positions?	



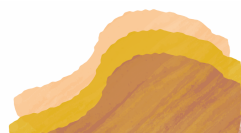
Question		Your answer
9.	What could make you quit your volunteering position?	
10.	How would you support athletes/ spectators with visual/ physical/ mental impairments when requested for help to reach from point A to B?	

Here is a long list, with a selection of questions for a deeper interview, related to more specific positions.

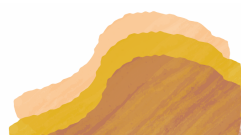
Question		Your answer
General questions		
1.	What do you want to accomplish as a volunteer?	
2.	Why do you want to be a volunteer in our organization (at our event)?	
3.	What is your view on competition?	
4.	How important is winning to you?	
5.	What attracted you to our sport event?	



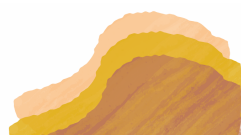
Question		Your answer
6.	Tell us about your current and past volunteer experiences. What have you enjoyed most about previous volunteer positions?	
7.	How much time would you like to volunteer?	
8.	What specific skills do you have to contribute to the program?	
9.	Tell us about your work experience.	
Communication		
10.	How comfortable do you feel speaking in front of a group?	
11.	What public speaking or writing experiences do you have?	
12.	What, in your opinion, makes someone a good listener?	
13.	How you communicate with others in a stressful/tense situation?	



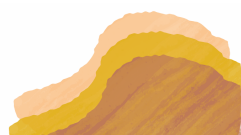
Question		Your answer
Leadership skills		
14.	What skills and qualifications do you have that will help you in this position?	
15.	Describe a time when you had to work as a member of a team to complete a project.	
16.	What do you plan to do as a volunteer?	
17.	Describe a leadership role you have held. What made that role challenging? What did you like about serving in a leadership role? What did you dislike?	
18.	What kind of rewards do you need to stay motivated?	
Human relations skills		
19.	Consider the following scenario: volunteers are talking behind the team coordinator/volunteer manager back. What do you do?	
20.	What kind of people do you most enjoy working with?	



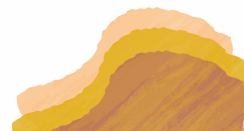
Question		Your answer
21.	Describe a time when you have been involved in a conflict with another individual or group. How did you handle the situation?	
22.	Describe a situation when you have been criticized. How did you react?	
23.	What did you learn? What kinds of people do you find hard to work with and how do you handle the situation?	
24.	Describe a time when you worked closely with someone from a different background from yourself. What did you learn?	
25.	How do you feel about working with people different from yourself? (i.e., different racial/ ethnic backgrounds, developmentally disabled, different socio-economic, backgrounds, different sexual orientation, etc.).	
26.	Describe your ideal supervisor.	



Question		Your answer
Organizational skills		
27.	Describe a typical day for yourself. Describe a particularly busy day.	
28.	Describe how you would help your volunteer group reach a decision.	
29.	Are you willing to attend orientation/training sessions to assist in your volunteer role?	
Adaptability		
30.	Describe a situation in which you did not get your way or when you did not agree with a decision made. How did you handle it? What was your reaction?	
31.	Describe a particularly stressful situation in which you have been involved. How did you handle this? What made it stressful?	



Question		Your answer
Dependability		
32.	Describe one project/activity for which you had total responsibility from the beginning to the end.	
33.	How do you handle a situation when you know that you are unable to complete an assignment or commitment?	





TRAINING FOR SPORT EVENTS



7. BEING PART OFFICIALLY OF THE EVENT

Check the accreditations below. What are the areas this volunteer is allowed to enter? What are the additional benefits?



Accreditation	Accreditation
	
Working areas – Departments / Zones / Benefits	Working areas – Departments / Zones / Benefits

Accreditation

2017 CLUJ Petrom European Championships

The 7th Petrom European Men's and Women's Artistic Gymnastics Individual Championships
Cluj-Napoca - 19th to the 23rd of April 2017

ROU

LOC Volunteer

T3

0	1	2	3	4	5	7	8
9		11	12	13	14	15	16

Important information about this Accreditation

The Identity and Accreditation Card remains in the property of the UEG and can be withdrawn, with immediate effect, at the UEG's sole discretion. By using this card, I agree to be filmed, televised, photographed, identified and otherwise recorded during the event under the conditions and for the purpose now or hereafter authorized by the FIG in relation with the promotion of the event. I agree that all photos and moving images taken by me at the event shall be used solely for personal and non-commercial purposes, unless prior written consent is obtained from UEG.

Categories	Zones
Delegations	0 Competition Management Table
UEG	1 Competition Area
LOC	2 Training Halls
TV	3 Warm-up Hall
Media	4 Judge's seating
Security	5 Judge's Meeting room/break area
Observer	6
Exhibitor	7 Delegation seating
	8 LOC offices
	9 UEG offices
	10 Doping Control Zones
	11 Media
	12 Media Special Positions
	13 TV Compound
	14 Photographers Positions
	15 Mixed Zone
	16 VIP

Transport categories

T1 - Dedicated cars
T2 - Car pool
T3 - Shuttle bus

Important phone numbers

OC office +4 0770.635.261
Taxi +4 0264 949; +4 0264 948; +4 0264 944
Volunteers Office +4 0770.997.855
On-site Medical +4 0770.989.602
Emergency 112

UEG PARTNERS EUROVISION SMART.COM SPECTH

PETROM

Accreditation

ROMANIA VS CHILE

INTERNATIONAL "A" FRIENDLY MATCH

"CLUJ ARENA", CLUJ-NAPOCA,
13 JUNE 2017, 21.00 HRS

VOLUNTAR

1 2 3 4 5 6 7

1 TEREN / PITCH
2 VESTIARE, BIROURI / TECHNICAL AREAS
3 TRIBUNE / PUBLIC AREA
4 VIP / VIP AREA
5 TRIBUNA PRESEI, ZONE MEDIA / MEDIA TRIBUNE, MEDIA AREAS
6 FOTO / PHOTO
7 CARE TV / TV COMPOUND

Această acreditare, emisă de Federația Română de Fotbal (FRF), în calitate de organizator al meciului, dă posesorului dreptul de acces în zonele specificate pentru a-și putea exercita atribuțiile profesionale la acest joc. În cazul în care posesorul învață atribuțiile specifice sau regulamentele în vigoare, pe cele ale FRF sau ale stadiului-gazdă, FRF își rezervă dreptul de a retrage în orice moment această acreditare. Pentru ca posesorul să ocupe un loc în tribună sau să beneficieze de serviciile de ospitalitate din zona VIP, acreditarea trebuie să fie însoțită de un bilet valabil pentru zona respectivă. Pentru accesul fotoreporterilor la nivelul terenului de joc, acreditarea trebuie să fie însoțită de o vestă repartizată de FRF.

This work accreditation is issued by the Romanian Football Federation (FRF) as organizer of the match and grants to its holder the access right in the areas hereby mentioned in order to fulfil his/her professional tasks. If the holder of this accreditation does not respect his/her duties or does not obey the rules of the FRF or of the host stadium, FRF has the right to withdraw at any time this badge. The bearer of this work accreditation will be able to occupy a seat in the stands or to be beneficiary of the VIP hospitality services only if the accreditation will be accompanied by a ticket valid for the respective zone. The photographers will need a bio, issued by the FRF, in order to have granted the access at the pitch level, at the photographer positions.

T-Mobile **Berginier** **Bancpost**
joma **TRINAC AUTO** **Fortuna**

Working areas – Departments / Zones / Benefits

Working areas – Departments / Zones / Benefits

Accreditation



Accreditation



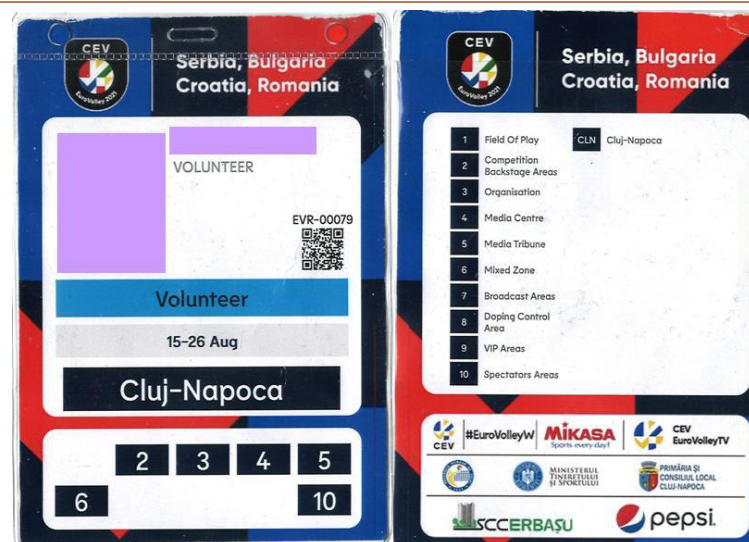
Working areas – Departments / Zones / Benefits

Working areas – Departments / Zones / Benefits

Accreditation



Accreditation



Working areas – Departments / Zones / Benefits

Working areas – Departments / Zones / Benefits

How should you behave while wearing the uniform? Write down the most important 3 rules for it:



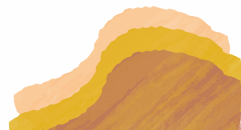
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8. GENERAL BEHAVIOUR DURING THE EVENTS

How do you think volunteers should behave during a sport event in relation with the spectators, athletes and co-workers? What should they do? What shouldn't they do?



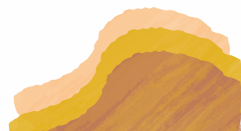
	YES	NO
Spectators		
Athletes		
Co-workers		





Order from 10 (the most positive) to 1 (the less positive) behaviour:

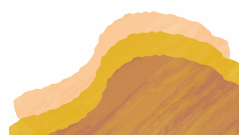
Statement	Order
Say “I don’t know”	
Smiling and practice a positive attitude	
Drink alcohol during the shift	
Be punctual, timely, and polite according to the prescriptive dress code (uniform)	
Thank to the people for their cooperation	
Give wrong information	
Be efficient and willing to help	
Help whenever possible	
Ask for a photo to the athletes	
Don’t respect your colleague	



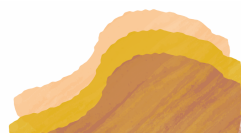
*How would you react in the following situations? What would be the most appropriate response action?
Think about the attitudes and behavioural response you should have.*



Situation	Response action
You are working in the field of play area and receive a phone call.	
You are in the logistic department and while moving something liquid, some of it gets spilled on you.	
You are working in the photo tribune which is next to a spectator area. A senior spectator requests your help to be taken to the toilettes.	
You are in the media operations and you are passing next to a group of spectators that would like additional information regarding the competition and general venue. You are not that familiar with such information.	
You are preparing the conference room when an athlete passes by and requests your help around the venue.	



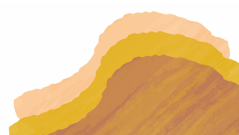
Situation	Response action
A photographer cut her finger quite badly and you have no medical expertise.	
A spectator is making a lot of noise and disturbs the others around.	
You have just been switched from logistics to accreditation for a temporary position. You are to be left alone for 2 hours but you haven't worked in this department before and you're not familiar with the programme or tasks you should do.	
The traffic goes crazy this morning and you realize you will arrive 30 minutes late for your shift.	
You work in the ceremony department and need to arrange the athletes' order for going on the field of play. However, they don't respect the order you told them.	





Assign the type of the support offered to the impairment faced (physical, visual, mental or hearing)

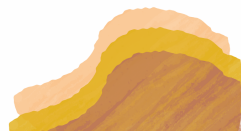
Support offered	Impairment faced
Support to lean on for going up the stairs	
Position yourself at a rather close distance while addressing them	
Ask for permission to help	
Treat with respect	
Ask for a colleague to help you in moving a person up the stairs	
Offer verbally indications and describe concretely the area	
Speak at a moderate speed with concise sentences	
Use capital letters when writing something down	
Allow the person to lean on you at stairs or elevator	
Allow them to place their hand on your shoulder for guidance	
Make sure your mouth is not covered and you are facing the person when speaking	
You notify them when you are being changed with a colleague	





What should be your response when dealing with persons with disabilities in these situations?

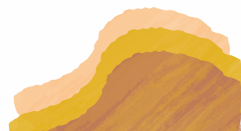
Situation	Response action
A spectator in a wheelchair arrives to the venue and presents their ticket, requiring help to get to their seat.	
A spectator in a wheelchair was assigned a regular seat and not a platform where to sit in the wheelchair itself.	
You are in charge of an athlete with severe visual impairment that needs to get acquainted with the training area and the field of play.	
A photographer with hearing impairment requires a change of photo position on the field of play.	
You find an athlete with mental impairments crying on the hall, refusing to enter the competition area.	



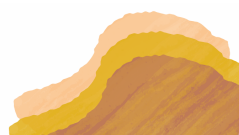


Given the situation below, write behaviours according to the column:

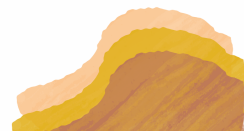
	Accepted behaviour	Discrimination / Harassment	Bullying / Victimization
You present your country in a funny way, pointing out the flaws			
You make a joke about the host country with locals			
You flirt with your co-work, at work			
Fans try to reach the athlete in your area and you stop them			
Your co-worker wore the shirt on the seamy side			
Your co-worker doesn't have that much "life experience". You need to explain the task repeatedly			



	Accepted behaviour	Discrimination / Harassment	Bullying / Victimization
An athlete speaks only their mother tongue, yet needs direction information			
A janitor is heading towards the VIP area, for which does not have the accreditation			
A child (spectator) managed to get away from their parents and wanders way too close to the field of play. The parent comes eventually to pick him/her up and interacts with you			
You work with coordinating the ceremonies and a team is about to enter the field when a co-worker wanders around in that same area, causing potential delays			



	Accepted behaviour	Discrimination / Harassment	Bullying / Victimization
A mental impaired spectator asks for help			
You work close to the entrance to the venue and you notice a drunk person wandering around, disturbing the visitors			

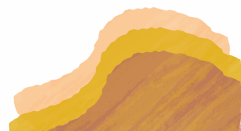


9. HEALTH & SAFETY



Mark the following statements with S (summer) or W (winter) depending on the situation they belong to:

Situation	S/W
Avoid being outside for a long time at negative temperatures; make sure you enter a warm place at regular intervals.	
Avoid sweating and going out wet; in case your job requires specific demanding physical activity, hence sweating, take with you changing clothes and change regularly.	
Make sure you have a hat/cap protecting your head and sun glasses to protect your eyes.	
Wear clothes in layers so you can easily take them off when you get inside a warm place and put them back on when you go out.	
Avoid getting directly exposed to sun – wear sun cream or better use long leave clothes to cover your full body.	
Consume water and natural juices at rather regular temperatures (not very cold) or warm infusions, of a minimum of 2 l.	
Avoid the crowds and open space areas with lots of cement lacking vegetation.	
Move around to maintain your body warm, but avoid the exhausting or sweating.	

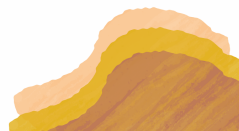


Situation	S/W
Travel whenever possible to/from the venue in the morning or evening, using covered areas or with shadows, taking regular breaks, if needed.	
Avoid intense physical efforts from noon to evening; Wear light, thin clothes, made as much as possible from cotton, light coloured.	
Avoid as much as possible consuming products based on caffeine (coffee, tea), sugar (sodas, sweets), high levels of fats or extreme salty foods.	
Drink hot liquids regularly and make sure you eat proper meals, at regular intervals; avoid caffeine for the outside working periods.	
Wear proper jacket, pants (impermeable if possible for snow activities), proper boots (not sneakers or training shoes), hat, gloves, scarf.	



Arrange the following steps in their correct order:

	Identify the nature of the problem and the dangers of the situation.
	Try to isolate the situation and be sure that the public and everyone involved are on the safe side.
	Identify the people who might be affected.
	Contact your team leader, supervisor and offer all the information needed for them to assess the situation.





Which of these behaviours or attitudes should be avoided in an emergency situation? Mark them with an “x”.

Panic

☐

Don't get involved

☐

Guide people towards exits

☐

Scream

☐

Communicate to superiors

☐

Be the hero

☐

Take your personal belongings in an evacuation case

☐

Put yourself in danger to save a person

☐

Solve on your own, don't wait for the specialized forces

☐

Assist people that are slower, such as seniors or disable persons

☐

Wait for instructions

☐

Ask for help

☐

Alarm everybody

☐

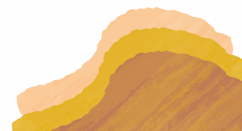
Try to diminish the material damages

☐

Act quick regardless the consequences

☐

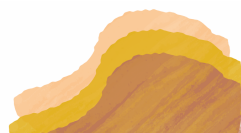
Turn around and go against the flow

☐

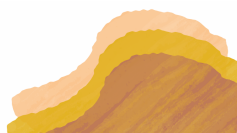


What are the steps to take in the following situations?

Situation	Steps to take
A spectator faints next to you	
An athlete falls on the stairs and gets severely injured	
A spectator throws the still burning cigarette in a bin. The contents get on fire	
There is a electric fault at one of the plugs and the wall gets on fire	



Situation	Steps to take
The water pipe crossing the media room breaks down and a great amount of water flows suddenly	
You are at the venue when suddenly everything around you starts shaking. You are in an area predisposed to frequent small earthquakes yet this one feels greater	
You are at an outdoor event when dark grey clouds cover the sky in a few minutes. A heavy wind and rain start, accompanied by strong thunders and lightning	
You are transporting a cleaning solution when one of the flasks gets leaky, flowing on you. You don't understand the language on the etiquette and you don't know what does it contain	

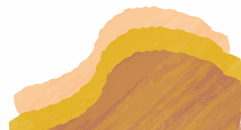


10. COMMUNICATION AND HIERARCHIES



What kind of information should you and should not share in relation with the following interactions?

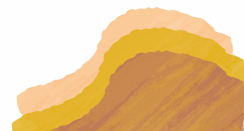
	Share	Don't share
Social media		
Public forces and security		
VIPs and sponsors		





In what types of situations should you contact the following?

Team leader	
General volunteer coordinator	
Supervisor	
Deputy venue manager	
Venue manager	



11. SCHEDULES, ROLES AND RESPONSIBILITIES



Take the following test to see which of the departments would suit you the best. Pick the most representative answers.

1. How would you describe yourself?

- A) Multitasking
- B) Communicative
- C) Social
- D) Orderly

3. What do you like most?

- A) helping and solving problems
- B) socializing and public contact
- C) managing sports teams and journalists
- D) manage people

5. What do you consider to be your weakness?

- A) solve problems quickly
- B) talk with people
- C) languages and provide information

2. In which sector do you have experience?

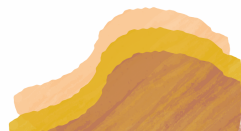
- A) Technology / transport
- B) customer service
- C) linguistic and social
- D) management of teams

4. What is your availability?

- A) only be present before the event
- B) be present before, during and after the event
- C) be present only during the event

6. What skill would you like to develop?

- A) solve technological or logistical problems
- B) provide information
- C) helping teams and athletes



D) lead people

7. What situation do you find most stressful?

A) be under pressure

B) socializing all day long

C) no answers to offer

D) take every detail into account

9. Where do you think you can stand out?

A) restocking food

B) having uncomfortable conversations

C) re-make a training schedule

D) coordinate volunteer arrivals and departures

D) be a leader

8. What position do you like most?

A) transport

B) welcome desk

C) media tribune

D) ceremony participant

10. Where you can't imagine yourself working?

A) ceremony and coordination of flags

B) linguistic support

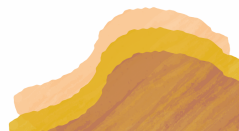
C) manage system platform on line

D) driving a car

TOTAL	A	_____	B	_____
	C	_____	D	_____

Once you have the total number of the answers, choose the first 2 with the most points.

Check your department here:



A) Logistics / Technology / Transport

If you have chosen this it is because you are a good problem solver, you have technological and practical knowledge so you must be in good physical condition. You are organized and discreet and can adapt to different situations and problems that may arise during the event.

B) Guide / Accreditation / Ticketing / Distribution uniform

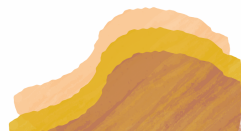
If this is your option, it is because your most important quality is to be social and attentive to the public. You are responsible and orderly so you can develop in areas such as ticketing, accreditation or any other area that requires attention to the public and your kindness. You have some knowledge of computer systems or new platforms that may arise and above all control an order and planning.

C) Airport team / Media / Medical / Linguistic / Sports

This sector is very communication oriented; you will find yourself in sometimes uncomfortable situations but you will be able to face them with the best disposition and sympathy. You like to have contact with athletes, trainers, journalists, photographers, etc. Languages play an important role in these positions as they are the ones who have contact between one sector and another.

D) Ceremony / Volunteer management

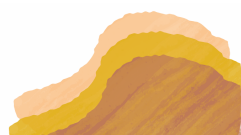
Your greatest talent is coordinating and managing large teams, planning and organization are your qualities, as well as being a natural leader. You are detail oriented and want to be part of important things; you want to know what is going on in all departments.





Which department has what main task? Match the following items:

Department	Main task
1. Distribution of the Uniforms	a. Main contact person for the volunteers
2. Guidance	b. Setting up cable systems
3. Airport Team	c. Helping with any communication issue
4. Ticketing	d. Maintenance of the competition area
5. Logistic	e. Vehicle coordination
6. Transport	f. Support for the media department performing their job
7. Media operations, TV and Broadcast	g. After the competition has ended, supporting smooth exit
8. Technology	h. On the base of the size chart, you will give the volunteers and workforce the items that match their size
9. Medical Services	i. Taking care of the coffee and tea machines
10. Language Services	j. Operational support at the victory ceremony-conveying medals
11. Sports / Field of play	k. Assisting with the stadium's accreditation zoning implementation
12. Ceremonies	l. Representing the Sports Event in a friendly and professional manner at the airport



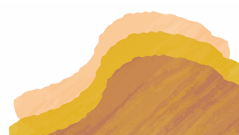
Department	Main task
13. Food & Beverage Services	m. Check seats in the stadium
14. Volunteer Management	n. Counting and distribute the sports event equipment to various target groups within and outside the venue.
15. Accreditation	o. To help the doping responsible person in conducting anti-doping tests

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

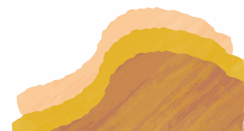
How do you think a regular day of the volunteers in the following positions looks like? What are their general tasks?



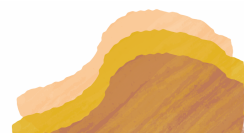
Role	The regular day
Assisting with security	
Assisting spectators	



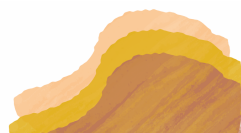
Role	The regular day
Media support	
Uniform centre	
Team attaché	
Side events/ fan zone	
Airport team	
VIP operations	
Transportation	
IT/Technology support	



Role	The regular day
Doping control	
Sports/ field of play	
Food & beverages	
Access monitor	
Info point	
Accreditation	
Accommodation	
Joker	



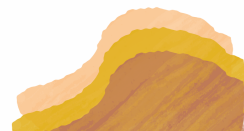
Role	The regular day
Guidance around the venue	
Ticketing	
Logistics	
TV and broadcast	
Medical services	
Language support	
Ceremonies	
Volunteer management	



12. LOGISTICS OF THE VENUES

It is your first day at the venue and you just finished your training.

What logistics aspects should you know or check before your first shift starts?



THE EXPERIENCE AND YOUR LEGACY

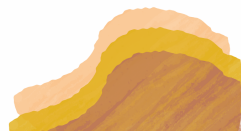


13. HOSTING COMMUNITY'S INFORMATION

*Think about a specific event you'd like to go to (knowing its location).
Make a list with the information you would need to make your trip worthy.*



Type of information	Specific information
Logistics (local transportation, accommodation, local currency, payment methods)	
Weather and area's particularities	
General safety and protection measures	
Cultural aspects you should know	
Interesting cultural aspects you should try (food, beverages, specific festivals, customs, etc.)	
Social activities	
Touristic destinations you'd like to visit	



14. PRE-DEPARTURE PREPARATION

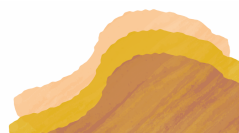
Make a list of steps you need to make before going to a sport event abroad.

Think of aspects regarding travelling eligibility, logistics.

Make your plan as specific as possible by providing details of how, where, price, etc. of each step.



Step	Observations

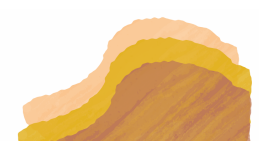




Luggage time.

Fill in the 2 lists with the mandatory and potential items you would need for a warm weather and cold weather event.

Warm season		Cold season	
Mandatory	Optional	Mandatory	Optional

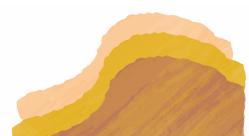


15. YOUR LEGACY

What are the measures you could take to keep memories from your travel and your volunteering job?



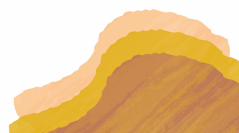
Item	What do you need for it?	Who, where from can you be provided with that?





How could you share your experience with the rest? Make a plan following these steps:

OBJECTIVE - Why do you want to share the experience (informative, feedback, step by step guide, etc.)?	
DESIRED EFFECT - What do you want to achieve with your testimonial?	
TARGET GROUP - To whom would you like to distribute your experience (each category may request different approaches)? - What's the estimated number of the audience?	
METHOD/CHANNEL - Is it as audio-visual materials (publications, videos, photo collage, etc.) or presentations with public? - What are the types of formats that could work on various channels?	
TIMING AND LOCATION - When would you like to make it public (on a specific date, in a specific time frame, with a frequency for multiple part materials)	



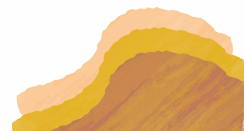
- Is it online or face to face?
- Do you have a location for the physical activity? What do you need for it?
- What are the different channels of online environments
Where you could post it?

NEEDED RESOURCES

- What do you need to present it publicly (equipment, logistics, people, etc.)?

POTENTIAL PARTNERS

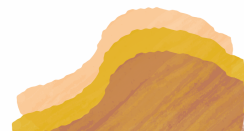
- Is there anyone to help you with spreading the information (other volunteers, local organisations, authorities)
- Is the press interested? Which one?



Once having the table above filled in, it will be easier to construct your testimonial to be adapted for the identified items. Imagine you just returned from one of the events you want to attend, and you want to prepare a material. How would you prepare it? What would be your message?



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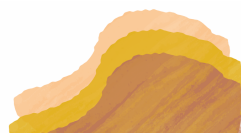
Here we are getting at the end of our practical course. We've been through all the chapters of the manual and seen in practice a lot of situations, thought about our responses, gave our impressions and planned our way through it.

Time to have a small recap-evaluation!

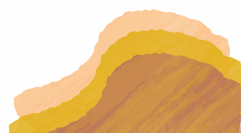
True or false?



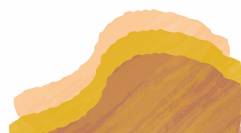
	Volunteering means getting material benefits		As a volunteer I offer my time and experiences
	Volunteering is offering help to family members or doing house chores		Volunteering in the sport field is possible
	For an organised and structured volunteering programme, I need a host organisation		I can volunteer regardless my age
	Sport events do not need volunteers to be successful		People volunteer in sports only to watch the games for free
	Volunteering in sports can help you travel around the world		You only make professional connections while volunteering
	Volunteering in sports require you to have already competences and you learn nothing new by doing it		I can improve your CV with sport volunteering
	I can choose the sport events based on their location and touristic interest		I need to know prior how much time you can dedicate to a sport event



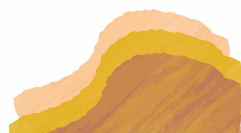
	You always get to be selected and volunteer for your first position choice		If you don't have previous experience in volunteering, you shouldn't apply for sport events
	I need to have practices a specific sport in order to volunteer for it		The accreditation is only on my name and I cannot borrow it to anyone
	The accreditation says the areas where I am allowed to enter		I don't need to have the accreditation with me all the time while working
	It's ok to replaces pieces of my uniform with my own clothes		As long as I wear the uniform, I am clearly representing the sport event
	I can always tell to spectators "I don't know" if they ask information from me that is not connected to my department		As a volunteer I will always work on the field of play and be in permanent contact with the athletes
	I will start my volunteering shift as soon as I arrive. No need to rush		I can always ask my co-workers or leader if I have doubts about my tasks
	I don't have to act according to the norms of the event if there is no one to see me how I'm doing my tasks		I need to try to keep my positive attitude and smile through all my shift
	I can take whatever measures I find suitable while dealing with a trouble-maker spectator		I am allowed to smoke whenever I want during my shift
	I need to interrupt the spectators while they speak if they are miss-informed		I don't accept the responsibility for caring the spectators' belongings



	I am kind and thank everyone for their collaboration		I can only drink alcohol after my shift is done
	I can ask for autographs to the athletes and take photos with them, while being during my shift		I will treat with respect every person I am to be in contact with
	I cannot interrupt the athletes while training or preparing to enter the field of play		I can freely talk to the press and share information about organisational matters
	I always need to ask the persons, especially with disabilities, if they request any type of help and assistance from my side		I cannot assume that the disability of a person can stop them having a regular life
	It's okay to squat in order to talk to a person in a wheelchair		Always respect the instructions as precisely as possible, whenever given
	I should offer to guide the visually impaired persons around the venue		I should describe orally the steps I take while guiding a visually impaired person
	I can always make jokes around even if I don't know if they would offend someone		I can always make fun of my colleagues if it is for the team's entertainment
	I can freely drink before my shift starts		In case of extreme summer heats or winter cold I don't need to perform my tasks
	I shouldn't drink too cold drinks on a hot summer day		I should avoid as much as possible the direct exposure to sun in hot days



	Wearing clothes in layers can help me adapt to the indoor-outdoor work during the winter season		If I work outdoor in winter, I should move around until I sweat so I keep myself warm that way
	I don't have to deal with an emergency if it's beyond my capacity		I always need to contact my superiors in case of emergencies
	In a case of evacuation, I should leave as fast as possible without taking my personal belongings		I should try to protect the victims of medical emergencies, providing them with intimacy, as much as possible
	In case of fire, I should try to extinguish it no matter what		While a fire, I should walk as close as possible to the ground to avoid inhaling smoke
	In case of floods, I should watch for electric cables		In case of earthquakes, I should try to exit the building as soon as possible
	Never use the elevator in case of earthquakes		During a storm, hiding under a tree can help me
	Using water is the most suitable way to extinguish electrical fires		In case of exposure to a chemical leak, I always need to get de-contaminated
	I can post whatever I want on my social media about the event, whenever I'm not during my shift		It's ideal to share opinions and experiences about the event
	In case of an emergency situation, I need to give all the information the public forces ask me		I can interact and speak to VIPs and athletes whenever I meet with them



	In the case of a minor problem, I need to contact the venue manager for solving it		I can change my volunteering schedules as I want
	In case I am late for my shift, I need to notify my leader immediately		I cannot switch my department and position on my own
	I don't need to know the venue's logistics if I am not in the logistic team		A map of the venue always comes handy, to have it with, especially in the first days
	The organisers will provide me with anything, I only need to show up to the event		The community knows about the presence of the volunteers so they should make an effort to integrate us in their local culture
	I could have time to travel around and get to know a bit more about the surrounding areas in my free time		The organisers provide me directly with a visa, if I need one
	The event does not deal with my travel insurance		I should pack appropriately for the place, weather conditions, type of event and my volunteering duties
	Making friends is totally up to me while volunteering		It could be nice to send a feedback or post a testimonial once my experience is over

