



VOLUNTEERS: Frequently Asked Questions

www.fifa.com/southafrica2009

What does it mean to be a volunteer in the 2010 FIFA World Cup™ Volunteer Programme?

A volunteer for the 2010 FIFA World Cup™ is an individual that will offer their time and services for free to the 2010 FIFA World Cup Organising Committee South Africa (LOC) and Official Host Cities (HC) by making themselves available in areas where the LOC and HC require their support.

What is the definition of a volunteer?

According to the "Illustrated Oxford Dictionary", a volunteer is a person who voluntarily takes part in an enterprise or offers to undertake a task voluntarily.

How many volunteer programmes will the LOC host?

There will be one 2010 FIFA World Cup™ Volunteer Programme which will be implemented in all the Host Cities and will comprise of LOC Volunteers and Host City Volunteers

What is the difference between the 2010 FIFA World Cup™ and the FIFA Confederations Cup South Africa 2009?

- The **FIFA Confederations Cup South Africa 2009** will take place between 14 and 28 June 2009 and is contested by 8 Nations namely, South Africa as the Host Nation, Italy as the current World Cup champions, USA as CONCACAF champions, Brazil as CONMEBOL champions, Egypt as CAF champions, Iraq as AFC champions, winner of the UEFA championship (UEFA 2008) and winner of the OFC nations competition, and will be hosted in Johannesburg; Mangaung/Bloemfontein; Nelson Mandela Bay/Port Elizabeth; Rustenburg and Tshwane/Pretoria.
- The **2010 FIFA World Cup™** will take place between 11 June to 11 July 2010 and will be contested by 32 Nations all of whom are still in the process of qualifying, with the exception of the Host Nation. It will be hosted in Cape Town; Durban; Johannesburg; Mangaung/Bloemfontein; Mbombela/Nelspruit; Nelson Mandela Bay/Port Elizabeth; Polokwane; Rustenburg and Tshwane/Pretoria.

In which tournament can I apply to be a Volunteer?

At this stage you can only apply for the **FIFA Confederations Cup South Africa 2009**. Recruitment for the 2010 FIFA World Cup™ will only take place in July 2009.

How many volunteers are needed for the FIFA Confederations Cup South Africa 2009?

Approximately 5 000 volunteers will be required in total.

What types of volunteers are required?

Specialist Volunteers:

These are volunteers with expert knowledge and particular skills, e.g. language skills, information technology and media skills.

General Volunteers:

The main prerequisite for general volunteers will be a sense of customer care. These volunteers will similarly fulfil important representative roles for the LOC and Host Cities in areas such as accreditation, spectator services, transport, information services, drivers, hospitality, logistics and administration.

What are the dates of the FIFA Confederations Cup South Africa 2009?

The first match will be played on 14 June 2009 and the last match will be played on 28 June 2009. You will be required to make yourself available for the entire duration of the event, which period is dependant on the area in which you are applying.

Who qualifies to apply as volunteers for the FIFA Confederations Cup South Africa 2009?

The Volunteer Programme for this event is open for South African residents who would be 18 or older (on or before 1 March 2009) and older. South African residents of various ages will be selected as volunteers, including professionals from different fields, students, unemployed youth, and retired residents.

What will you be doing as a volunteer during the Event or Tournament?

The Host City volunteer will be a representative of the respective cities where they will be assisting all the spectators, official guests in the respective cities and tourists visiting South Africa during the special events and official tournament. The LOC volunteer will be assisting the FIFA Family in all the official event venue areas and at the stadium.

Can I apply if I do not live in one of the 5 Host Cities?

Yes, you can as long as you can get yourself to the host city and can organise accommodation for yourself for the duration of the tournament, at your own cost. You would also need to have knowledge about the city for which you intend applying to be a volunteer in. The LOC and Host City will not be paying for travel and accommodation.

How will volunteers be chosen?

Volunteers will be sourced from the football fraternity, existing volunteer organisations, the private and public sector, tertiary institutions and civil organisations and from individuals that apply and meet all the requirements of the programme. Short-listed applicants will then have to go through an interview process where a final selection will be made.

How can I apply?

The application form will be available online on our website link, namely www.fifa.com/southafrica2009. You will also be able to visit dedicated host city centres where you will be able to complete the application form. You will receive confirmation of receipt of your application form and be notified telephonically by either the LOC or HC if you have been pre-selected. This will take place after November 2008. *(But no later than 31 January 2009)*

What does pre-selection mean?

It means that you are one of a group of applicants that will be invited to an interview that will take place during January and February of 2009 in the Host City that you prefer to volunteer in. Only thereafter will you know if you are to be a volunteer for the FCC

What happens if I have not received a call by the end of January 2009?

It then means that you have unfortunately not been successful in your application; however you can still apply in July 2009 to be a volunteer for the **2010 FIFA World Cup™**

What will the Organising Committee and Host City do with my personal information when I apply?

The LOC and the Host Cities will keep your information confidential. However, you need to know that the LOC will conduct a security screening process, which forms part of the selection into the volunteer programme.

Will I be trained in order to carry out my responsibilities as a volunteer?

Yes, all volunteers will go through different training programmes that would include tournament-specific training in order to understand their responsibilities, the venue of operation and general information about the **FIFA Confederations Cup South Africa 2009**.

What do the LOC and HC expect from me as a volunteer?

Be available to attend all training and induction workshops, required for all the days during the tournament and have an unwavering commitment to help make the **FIFA Confederations Cup South Africa 2009** a success.

What will I receive from the LOC and HC as a Volunteer?

The LOC and HC will offer no financial remuneration but volunteers will receive meals while at work. Over and above the tournament-specific training, volunteers are afforded an opportunity to participate in the world's largest sporting event, acknowledgement in the **FIFA Confederations Cup South Africa 2009** brochure or certificate, invaluable work experience and an official **FIFA Confederations Cup South Africa 2009** volunteer uniform. You will also get a once in a lifetime opportunity to build friendships with people of different cultures, races, backgrounds, ages and nationalities.

What will NOT be supplied to me as a volunteer?

- Accommodation will not be provided.
- Fuel allowance will not be provided.
- No travel will be paid to get to the Host City where you have been selected to be a volunteer.

Can I send my CV if I would like to be a volunteer?

No, the Volunteer Programme does not accept CV's as the system works strictly on the Application Form that will be available on **www.fifa.com/southafrica2009** that you would need to complete.

When will the application form be available?

The application form will be available from **1 July 2008 till 29 August 2008** for the **FIFA Confederations Cup South Africa 2009** on our website link namely **www.fifa.com/southafrica2009**. This is intended to afford applicants enough time to apply in this inclusive process.

For which city can I apply to be a volunteer for the FIFA Confederations Cup South Africa 2009?

You may apply to be a volunteer in one of the following cities that will be hosting matches:

- Johannesburg;
- Mangaung/Bloemfontein;
- Nelson Mandela Bay/Port Elizabeth;
- Rustenburg and
- Tshwane/Pretoria

Does it mean that if I am a volunteer for the FIFA Confederations Cup South Africa 2009 that I am automatically selected to be a volunteer for the 2010 FIFA World Cup™?

No, you will need to apply as all new applicants. This way we ensure that all applicants enjoy the same opportunity to become a volunteer for the **2010 FIFA World Cup™**.

Will volunteers be able to watch FIFA Confederations Cup South Africa 2009 matches?

No seats will be allocated to volunteers. Some volunteers will work with spectators, but will not necessarily be able to watch live football. However, there will be a volunteer centre screening live football matches, which volunteers can access during breaks.

How can I contact the Volunteer Programme?

You can contact us in two ways:

- Email: You can send us an email to the following email address: **volunteerprogramme@2010oc.com**
- Website: We will ensure that the website is updated on a regular basis. You may visit the website anytime and familiarise yourself with the latest news on the volunteer programme and how far the recruitment process has gone. We encourage you to visit our website on a regular basis. Our website address is: **www.fifa.com/southafrica2009**.