



U-20 WORLD CUP  
**KOREA REP. 2017**

# **Volunteer Application Handbook**

**FIFA U-20 World Cup Korea 2017**

**2016. 10. 18**

## About Volunteers

Historical FIFA U-20 World Cup Korea Republic 2017 is coming.

We remember the 2002 FIFA World Cup Korea/Japan™ and the tremendous contribution of its volunteers, who provide key support to host the competition successfully and celebrate the festival of football.

Now The FIFA U-20 World Cup Korea Republic 2017 recruit its volunteer again.

Volunteer Programme presents thousands of people from Korea and other countries with the unique opportunity to be a part of the second biggest football event in the world from 20 May to 11 June 2017.

Passion and service spirit of volunteers are key factors of holding a successful event. They are also national players who play outside of the ground. Their devoted service can bring and settle a new volunteering culture.

There are several stages of the programme, including volunteer recruiting, selecting and training the volunteers in all 6 Host Cities, and finally organising their work during the event and appreciating their effort and dedication.

Let's play world cup as a volunteer!

# About Games

## Overview of FIFA U-20 World Cup Korea 2017

① Event period : 2017. 5. 20 ~ 6. 11(23days)

Volunteering period : 2017. 5. 10 ~ 6. 13(30days)

② Host city : Suwon, Jeonju, Jeju, Daejeon, Cheonan, Incheon

③ Participating teams : 24 national teams

④ Number of game : 52 games

. Select the teams through the group league and then proceed the tournament

⑤ Match Schedule

. Volunteering activity is based on this match schedule

. Participating teams will be decided on Official Draw(15 March 2017)

Host City	Preliminary Round(First Round)										Second Round					
											Round of 16			Quarterfinal		Semi final
	20. 5 Sat	21 Sun	22 Mon	23 Tue	24 Wed	25 Thu	26 Fri	27 Sat	28 Sun	30 Tue	31 Wed	1. 6 Thu	4 Sun	5 Wed	8 Thu	11 Sun
Suwon		17:00 20:00			17:00 20:00		17:00 20:00				17:00			17:00		15:30 19:00
Jeonju	16:30 20:00		17:00 20:00					15:30 20:00			20:00		15;00		20:00	
Jeju		14:00 17:00		17:00 20:00		17:00 20:00					20:00					
Daejeon	14:00 17:00			17:00 20:00				15:00 18:00	17:00				18:00		17:00	
Cheonan			17:00 20:00			17:00 20:00		17:00 20:00		20:00		20:00		20:00		
Incheon			17:00 20:00			17:00 20:00		17:00 20:00				16:30 20:00				

# 1. Roles and Responsibility

- (1) Supporting athletes to focus on competitions
- (2) Assisting spectators to enjoy the Games
- (3) Cooperating with Games staff to complete tasks
- (4) Encouraging each other and find fulfillment and pride

# 2. Required number of Volunteer

Approximately 1,200 volunteers for World Cup

- Each host cities recruit about 200 volunteers
- KLOC HQ recruits about 50 volunteers

For specific number of volunteer, refer to job description\*

# 3. Expected Applicants (Qualification)

- (1) Local or overseas residents 18 years or older  
(At the opening of the Games / born before 9 May 1999)  
(Able to communicate in Korean and afford his/her flights, and accommodation)
- (2) Available for at least 3 weeks as volunteers.
- (3) Preferred qualifications
  - Available before the World Cup
  - Has experience volunteering at international, cultural or sporting events, international volunteer corps, etc.
  - Able to communicate in foreign language(s)
  - Has license or certificate for certain positions

## Volunteer Positions

Category		Positions	No. of volunteers
1 Host City	Competition Operation	① Competition	17 × 5 host city (21 × Suwon)
		② Medical Service	12 × 6 host city
		③ Accreditation	5 × 6 host city
	PR & Marketing	④ Media	5 × 6 host city
		⑤ Marketing	10 × 6 host city
	Management & Operation	⑥ Guest Management & Language Service	12 × 6 host city
		⑦ Transportation	4 × 6 host city
		⑧ General Service	10 × 6 host city
	Customer Service	⑨ Spectator Support	35 × 6 host city
		⑩ Environment	10 × 6 host city
		⑪ Traffic Control	35 × 6 host city
KLOC HQ	HQ Support	③ Accreditation	6
		⑥ Guest Management & Language Service	4
		⑦ Transportation	4
		⑫ Airports	30

### (1) Competitions

The volunteers will help organize pre-game team meetings, participate in the preparation of the locker rooms and sports equipment at the stadiums and training site.

### (2) Medical Service

The volunteers who relate with medical and doping control will be working at the tournament host venues. In order to assist them, medical administrators will be recruited from volunteers.

### (3) Accreditation

The volunteers at the accreditation centres will print and issue personal accreditation cards to all participants in the preparation and staging of the World Cup.

### (4) Media

The volunteers of this function will see how the journalist work and will be able to support them in stadium media centres, tribunes, photo positions, press conference rooms, and mixed zones at the stadium

### (5) Marketing

The volunteers will be assisting the implementation of the sponsors' marketing programmes and guest catering service projects at the stadiums. They will help decorate the key venues of the World Cup, and assist with navigation around venues.

### (6) Guest Management & Translation

The volunteers will assist VIP guest hospitality at the stadiums, as well as at the welcome desks at official FIFA hotels to provide interpreting services. They will also assist in the organization of simultaneous translation service at the stadiums and the international broadcasting centre to perform urgent written translation if required.

### (7) Transportation

The volunteers will help organize transportation and assist in the arrivals/departures areas.

(8) General Service

The volunteers will help set up the volunteer centre at the venue and assist volunteer check-in volunteers at the tournament venues. Their other task will assist sustaining the smooth operation of the food and beverage concessions.

(9) Spectator Support

The volunteers at the stadiums will manage the visitor and provide any information they needed, and direct spectators to their seats at the stadium.

(10) Environment

The volunteers will clean up the stadium and promote the environment campaign.

(11) Traffic Control

The volunteers will direct traffic and manage the parking lot.

(12) Airports

The volunteers will be welcoming the guests at the airports



# Guideline for Application form

## Step 1 : Personal data(①~⑥)

This is the beginning of your application process.

From now on we will be able to know you a little bit more and know why you want to volunteer for the FIFA U-20 World Cup Korea 2017.

## Step 2 : Contact Information(⑦~⑧)

### ⑦ : Contact Details(address, phone number, email, etc)

- Notification, news, announcement, etc are sent by email. Please check your email on a regular basis.
- A mobile number is compulsory. Please input your mobile.

## Step 3 : Availability and Preference(⑨~⑬)

### ⑩ : Preferred Role

KLOC will assign volunteers according to the candidates' preference. Please select preferred occupation. According to the fulfillment of preferential requirement(s) and application status, preferred occupation may not be reflected.

### ⑪ : Available Period for Volunteer, Preferred Area and Occupation, etc

The FIFA U-20 World Cup Korea 2017 will be held between May 10 and June 11 in 2017. The period is over 3 weeks for the event. KLOC will preferentially select volunteers who are willing to work for long time.

### ⑬ : Work availability before the event

Volunteering period is expected to be more than 3 weeks (21 days) for World Cup Games including pre-Games(preparation), Draw period and day offs.



You can participate for Pre-Games or for whole period. Volunteer who can participate in longer period will be pre-selected.

#### Step 4 : Previous volunteer experience(⑭~⑰)

If you have had any previous experience, whether in social, religious, small or large events, please describe them.

If the FIFA U-20 World Cup Korea 2017 is your first opportunity, it will certainly be a unique experience.

#### Step 5 : Language Skills(⑱~⑳)

We recruit volunteers with various language skills such as Korean, English, French and so on. Please select the language and the level you speak. It is mandatory to select both English and Korean.

If you are unfamiliar with Korean, please select 'level1' and continue your application.

#### Step 6 : License / Certificate(㉑~㉔)

If you have any knowledge of professional background on medical/nursery skills or Driving skills, fill out the form.

#### Step 7 : Introduce(㉕)

Please, provide further details to describe yourself.

# Timeline

## Milestones of the Volunteer Programme

- **Recruitment (starts 1 November to 15 December 2016)**

Recruitment is open to everyone, regardless of gender, ethnics and physical ability. There is only one requirement: volunteers wishing to work at the FIFA U-20 World Cup Korea 2017 must be at least 18 years old by 8 March 2017

- **Selection (begins in December 2016 to January 2017)**

Potential volunteers undergo the screening process of two steps: an evaluation of application form and an interview. Those who successfully pass the screening process will proceed to the training phase.

- **Training (begins February 2017)**

The main objective of training, organised at each of the 6 host cities, is to assist future volunteers in developing necessary skills. As a result, they will learn more in February 2017. Participants will also learn about the specifics of the chosen functional area and engage in venue training at the World Cup facilities.

- **Tournament support**

This event will require over 1,200 volunteers. They will be assigned to their tasks ahead of time to make sure the venues are ready for the guests: FIFA U-20 World Cup Korea 2017 volunteers will begin 10 May 2017; volunteers for the official draw will begin 8 March 2017.

## Place for application

	Phone	FAX	Address
KLOC HQ	02)2017-7341	02)6222-3993	3F, Twin City Namsan, Hangangdaero 366, Yongsan-gu, Seoul(04323) Kjlee1990@u20korea.com
Suwon	031)228-2882	031)259-2272	2, Yeonghwa-ro 71beon-gil, Jangan-gu, Suwon-si, Gyeonggi-do, Korea(16313) suwonvol@suwon.ne.kr
Jeonju	063)281-6678	063)281-6689	1055, Girin-daero, Deokjin-gu, Jeonju-si, Jeollabuk-do, Korea(54809) wisdom82@korea.kr
Jeju	064)738-0716~7 760-3876~8	064-738-0718	33, World cup-ro, Seogwipo-si, Jeju-do, Korea(63572) sgpnanum1365@hanmail.net
Daejeon	042)270-2292	042)270-2299	100, Dunsan-ro, Seo-gu, Daejeon, Korea(35242) djv1365@hanmail.net
Cheonan	041)521-2318~9	041)567-8696	24, Sinchon-ro, Dongnam-gu, Cheonan-si, Chungcheongnam-do, Korea(31177) cjb1365@hanmail.net
Incheon	032)421-2601	032)446-4104	208, Yongcheon-ro, Namdong-gu, Incheon, Korea(21511) incheonvolun@hanmail.net

## Way to apply

- (1) Download the application form from KFA website([www.kfa.or.kr/u20korea](http://www.kfa.or.kr/u20korea))
- (2) Fill out the application form
- (3) Submit it to the preferred host city's place for application by email or post during the application period(1 November to 15 December 2016).

Refer to place for application\*