



Frequently asked questions - Team Flanders 2021

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## GENERAL

1. Where exactly can I sign up as a volunteer? When can I expect feedback about my candidacy?

You sign up on the volunteer platform. Please fill in the requested details as accurately as possible as that will facilitate further progress for you and for us. Indicate your availability under "[availability](#)". We will guide you further through the process and we will keep you posted about the necessary information on a regular basis, including via newsletters. We expect to start assigning positions sometime in April. Detailed information about this will follow.

2. Until when can I register as a volunteer?

Functions and shifts will be filled depending on how smoothly the recruitment process takes place. We work on a "first come, first served" basis, but of course we take into account your preferences, your profile and your ability to complete volunteer work successfully.

3. How old do I have to be to volunteer?

According to the law, you can volunteer from the year in which you turn 16. We, as an organisation, will of course strictly adhere to this.

4. Am I insured as a volunteer?

Yes. As an organisation, we offer our volunteers "third party liability" insurance (covers involuntary damage caused in an accident) and "personal injury" insurance.

5. Will I be paid for volunteer work at the World Championships?

This information is discussed in detail once you have been assigned a function. As a volunteer you can expect various things. Some functions are paid functions, others are not. The remuneration will of course be determined fairly and objectively and will not depend on the person. This will be explained by the organisation beforehand. The length of the shift and type of task are the two main criteria on which the possible remuneration depends.

6. Will my data be passed on? (GDPR)

We guarantee privacy and apply the correct GDPR legislation. If, for some reason, we have to pass on personal information, we will ask you for your permission to do so. Furthermore, even after the World Championships, we will first ask you if you want to continue with our volunteer story. You will therefore not be contacted for events after the World Championships if you indicate that you do not wish to be.





7. I am not from Belgium. Can I still register as a volunteer?

Yes, of course you can! However, when registering, you will be asked for your Belgian national registration number. If you do not have one, enter your own national registration number (of your country) or your passport number here. This format will generally be different to that of the Belgian national registration number.

8. What should I do if I do not have an email address to register myself as a volunteer?

Communication with the volunteers is all done digitally (by email). If possible, we recommend that you use the email address of someone from your environment (not another volunteer). In this way, you will receive all the information after all.

You can also pay a visit to the World Championships city services (Knokke-Heist, Bruges, Antwerp and Leuven). The sports services, support services for senior citizens, etc. are aware of our volunteer activities and can offer assistance here and there.

For groups: If you do not have an email address, or someone wants to register in your group but does not have an email address, please contact us as group leader ([team@flanders2021.com](mailto:team@flanders2021.com)). The group leader is responsible for all the communication with this person who does not have an email address.

9. May I do my own promotion and encourage people to volunteer?

You may certainly encourage your friends and acquaintances to volunteer. The “bring a friend” approach is encouraged. Come with your brother or sister, your friends or your association/club. You can also apply as a group; we try to get people who apply together to work together.

You may of course share or post a message on social media to “poke” your friends or acquaintances into applying. Who knows, your original post may even be unexpectedly rewarded!

10. Is Team Flanders 2021 also looking for interns?

Yes, we are definitely looking for interns to strengthen Team Flanders. [The vacancies](#) can be found on our website in the [volunteers and internships](#) section.

11. Can I view the previous monthly newsletters for volunteers?

Yes, you can view these on the volunteer platform via [Flanders2021 Newsflashes](#).





## EVENT-RELATED

### 12. What does volunteering during the World Championships entail & what are the possible tasks?

We want to involve a lot of enthusiastic volunteers in the event. You work in a group and will always be able to contact someone responsible for the necessary support.

The package of tasks that you take on can be very specific or on the contrary very diverse. Something for everyone! We start from four volunteer profiles, to which the most common tasks can be linked.

The four volunteer profiles are described in a few keywords below:

#### **Welcoming & info team**

- Accessible, warm and solution-oriented
- Supporting and creative solver
- Administratively strong and structured
- Multilingual

#### **Service team**

- Hands-on and problem-solving
- Jack-of-all-trades and handyman
- Team player

#### **Signallers & stewards**

- Responsible and reliable
- "Safety first"-oriented
- Observant, assertive, and helpful

#### **Green team**

- Environmentally aware in a hands-on manner
- Future- and quality-oriented
- Sustainable and socially interested

### 13. Can I choose my own task?

We allocate the tasks, but you can enter your preferences in your [volunteer profile](#). We try to take these into account as much as possible. Some flexibility is requested. Enter a number of positions, then you will have your choice anyway!

### 14. How long does a volunteer shift last?

The length of the shift will depend on your task. In general, we work with a morning and an afternoon shift. At the moment, we are assuming the following hours:

- A morning shift starts between 8 a.m. and 9 a.m. and ends between 12 noon and 1 p.m.
- An afternoon shift starts around 1 p.m. and ends between 4 p.m. and 5 p.m.

You can also sign up for a whole day (a day shift), which will be required for some functions.

### 15. What is the overall timing until the World Championships?





We launched our volunteer campaign in **January**. We delve deeper into your profile and study your details and comments carefully. We continued this into **February**. From **March** onwards, we also asked about your availability. We have been processing this input. Hopefully, by **April**, we as an organisation will be able to make more specific announcements about where you will be deployed. It will take quite a while to solve this planning puzzle. We also expect the planning to be a dynamic process. **April, May, June, July** and possibly August will be planning months. In **August and September** we want to be able to focus on coaching you with regard to your volunteer function(s). Concrete briefings will follow as soon as possible after the task allocation.

16. How will I be coached as a volunteer?

You will be coached on site by our staff and/or event managers. Throughout the entire process, we hope to be able to keep you informed and contact you easily. Should something still not be clear, you can always contact us.

17. Can I work with fellow individual volunteers?

Yes, that is certainly possible. You can form a group as from just two people. When registering, you can indicate that you want to create a group of volunteers or that you want to join an existing group. Even if you are already registered as an individual volunteer, it is still possible to change your registration to a team of volunteers. Every effort will then be made to deploy you all as a group together. If you are already registered as an individual volunteer, please follow the steps in the FAQ [question 22](#).

18. Is overnight accommodation being provided for the volunteers?

No, we do not provide overnight accommodation, you must provide this yourself if you do not come from the region.

19. Can I also register as a motorcyclist?

Unfortunately, we cannot call on volunteers for the position of motorcyclist. Fortunately, there are many other functions that you can fulfil as volunteers.

20. Do you need many drivers?

Only a limited number of drivers will be appointed. Fortunately, there are many other functions that you can fulfil as volunteers.

21. Can I watch the events during my shift?

Every effort is made to take all preferences and questions into account, but we also count on some flexibility.





## GROUPS

### 22. How do I change my registration from individual volunteer to a team of volunteers?

One person takes on the leadership role and others can join as a group member.

#### Leader

- You go to my profile [MY PROFILE](#).
- At the bottom, go to "Group information" and the message "would you like to create a group? Click [HERE!](#)"
- If you click this, you will be asked to enter a group name (you choose this yourself).
- You are now registered as group leader of this group and will receive a notification on the platform as well as an email containing your group ID number (a numerical code).
- You pass on this group ID number to the person(s) with whom you would like to work.

#### Group member

- After receiving the group ID number, you indicate on your profile that you want to join an existing group.
- You will be asked for the group ID and the name of the group.

### 23. As group leader, can I see who is already registered in my group?

As the group leader, you can view who are the members of the group on the volunteer platform. You can do this by going to the [Dashboard](#) under the section People/shifts that I supervise. There, your group name is displayed and you can click it. The list of the members of your group is then displayed.

Group members cannot see who is in their group. However, we can create an extra person as group leader who also sees who is in the group. Feel free to send us an email ([team@flanders2021.com](mailto:team@flanders2021.com)) if you have questions about this.

### 24. I can activate a large group (>15 people) of volunteers and would like to have an informative discussion with the organisation. Is this possible?

That is certainly possible. Even appreciated! Send us ([team@flanders2021.com](mailto:team@flanders2021.com)) an email with a short introduction to your group (who you are, what you do, which region, how many people, etc.). Also mention that you would like to have an informative conversation.





## THE VOLUNTEER PLATFORM

### 25. Short explanation of the volunteer platform

The volunteer profile consists of a number of parts. If you register via:

<https://www.flanders2021.com/nl/vrijwilligers> or log in via:

<https://teamflanders2021.rosterfy.eu/login>, you will see the following sections in your profile:

- The **dashboard** will often give you further instructions such as “complete your profile”, “add people to your group”, “indicate your availability”, “confirm your shift”, etc.
- **Notes** keep track of messages such as a newsletter, briefings, etc. So, instead of having to look in your mailbox, you can always find your communications on the platform.
- **My profile** consists of a questionnaire in which you tell us who you are and what you want to do with regard to the World Championships. Feel free to add a comment if you want to tell us something extra. You can change the information after registration - see below.  
You can also change the language in My profile.
- Under **Extra profile information**, you can specify your preferences for volunteer functions and change your other information.
- Under **Availability**, you can indicate the days on which you are fully or partially available. For each day between 11 and 30 September, you can indicate whether you are willing/able to volunteer for the whole day or for a morning or an afternoon. If you leave the box blank, you indicate that you are not available.
- **Weblink Flanders 2021** takes you to the general Flanders 2021 website. Be sure to take a look if you want to explore the course in detail.
- **FAQs** can provide initial answers to your questions. We regularly update this list of questions with answers.
- **Contact us** gives you quick access for sending an email to us, Team Flanders 2021.
- You can log out using the **logout** button.

Some useful web links

The link you can pass on to family, friends or colleagues in order to **register**:

<https://www.flanders2021.com/nl/vrijwilligers>

The link that gives you **access** to your profile (login):

<https://teamflanders2021.rosterfy.eu/login>

Two links to edit or supplement information:

- Profile information can be adjusted via  
<https://teamflanders2021.rosterfy.eu/admin/user/form/392/update>
- And updating the **additional information** can be done via  
<https://teamflanders2021.rosterfy.eu/portal/form/rCIOBjyDueukDE8KlbV4fySQyBmE5N>

