

## Frequently asked questions (FAQ)

### Who can volunteer on the U21 European Championship?

Anyone who has reached the age of 18 by 1<sup>st</sup> March 2021 and speaks English at least at a conversational level. The volunteer program is open to anyone who meets the above two requirements and can take a shift on match days in the city of their choice. We welcome everyone regardless of their age, gender, disability, race, religion or sexual orientation!

### Can I apply if I am under 18?

Unfortunately, not unless you turn 18 by 1<sup>st</sup> March 2021. This is a decision of UEFA, which applies uniformly to all events of the organization.

### Can I apply even if I do not live in Hungary?

Yes, although it is important to note that we are not able to provide accommodation for recruited volunteers and we cannot cover their travel expenses.

### Can people with disabilities apply?

It depends on the degree of disability, but if the applicant can take care of themselves, we will be happy to welcome you to join the team. The stadium is accessible for wheelchair users and we will involve the volunteers as much as possible in the whole program.

### Can unemployed people apply?

Yes, we even recommend it, as volunteering also provides an opportunity to acquire new skills that can later be used in the labour market. Although non-formal learning is less recognized in the Hungarian education system, we welcome the fact that our voluntary program is also seen as a tool to gain experience.

### Where and how can I apply to volunteer for the U21 European Championship?

You can access the application form via <https://applicantportal.enterprise.uefa.com> page. **If you have pre-registered in the UEFA system, all you must do is to log in. If you have not registered yet, you can do so now.** You will need to use the same way of login each time you want to access the Applicant Portal. (i.e. if you registered with email address, next time you will need to log in with the same email address you registered with.)

### What is the process of becoming a volunteer?

The first step is to register on the website. You will receive an automatic feedback via email in case of successful registration. If you are selected in the first round, our team will contact you with more information about the interviews, dates and locations. Those selected during the interview will be assigned to the different areas of the task and we will also prepare your shift schedules so that you can plan ahead with your time. On the general training day, we will provide you with all the important information about the details of the volunteer program and the

venue. After that, on the first working day, we will explain your exact tasks when you meet your area coordinator in person. After the event, we also thank you for your help with a fantastic closing party.

### **How do I prepare for the interview?**

For Hungarian citizens, we conduct the interview in Hungarian and English to test their language skills. For foreigners the interview will take place in English. The duration of the interview will be approximately 40 minutes. We want to meet you and learn more about you, your interests, your experiences, and your motivations to participate.

### **Is there any possibility for online interview?**

Yes, all the interviews are going to be held online. Applicants will be contacted with details once they have been selected for interview.

### **What are the minimum days I must volunteer?**

It depends on your area of responsibility, but attendance on match days is a minimum requirement as well as participation in pre-match training (the exact date is not yet available, but we will hold it before the very first match day at each venue).

### **What language skills should a volunteer have?**

It is essential for all volunteers to be at a minimum level of beginner conversational English, this is inevitable for communicating with other participants. Knowledge of the Hungarian language is useful, but we also welcome international volunteers.

### **Will I be assigned to the area that I indicated in the application?**

We will do our best to put you in the most appropriate position based on your abilities and the areas you chose during the application, but we cannot guarantee that we will be able to place you in the area that you indicated as first option.

### **Are any qualifications required for volunteering, does previous volunteering experience count in the selection?**

Experience and professional skills are valued but are not requirements for participation.

### **Will I receive a volunteer certificate at the end of the program?**

Yes, at the end of the event, all volunteers will receive a certificate.

### **Do volunteers participate in online education and / or training before the event starts?**

We organize general training for volunteers before the start of the event, on a day close to the date of the first match. Details of the live or distance learning format will be shared with the selected volunteers as the event approaches.

### **What do selected volunteers receive and what benefits can they expect during the program?**

Volunteers do not receive salary or cash benefits for their services, but on the other hand, we give them the opportunity to gain outstanding experience in organizing and managing events at the U21 European Championship. Volunteers are provided with accreditation, uniforms, and meals according to their position and schedule. At the end of the event, we will have a closing party, where all volunteers can celebrate their fantastic experience with the fellow volunteers.

### **Is it possible to join now?**

Applications are constantly received in the volunteer programme up until 31<sup>st</sup> January 2021. We suggest applying as soon as possible. Due to the limited number of positions, the portal may close earlier in case where we receive too many applications.

### **Volunteer management team - Who are they and what is their function?**

The members of the volunteer management team consist of the volunteer manager, the three volunteer stadium managers and the twelve long-term volunteers. This is the team that recruits, trains and manages all the volunteers.

### **What is my personal information used for?**

If we confirm that you have been accepted as a volunteer, we will use your personal information to request your accreditation for the duration of the event. We will provide details via email about the progress of the volunteer program, important information, and other events where we offer additional volunteering opportunities.

### **When will I know if I have been selected?**

The volunteer management team is constantly processing applications. Applicants will be notified by email as soon as the decision is made.

### **How can I delete my data from the system?**

Please email the volunteer management team on [u21onkentes@mlsz.hu](mailto:u21onkentes@mlsz.hu) if you would like to delete your data from our system.

### **How should the picture I upload look like? What is it for?**

The picture should be taken in front of a blank background, with the face in the centre. Do not wear a hat or cap or sunglasses in the photo. The picture will be used on your accreditation if you are selected as a volunteer.

### **What happens if I must cancel my volunteer application in the meantime?**

No problem, we understand if something came up. Please email the volunteer management team ([u21onkentes@mlsz.hu](mailto:u21onkentes@mlsz.hu)) as soon as possible to cancel your application.

### **I am trying to submit my application, but for some reason it does not work. What could be the problem?**

Please make sure that all fields of the application form are completed. If you still cannot submit the application, try opening the form in a different browser.

### **I am trying to upload my profile picture, but the system does not allow it. What can be the problem?**

The picture is too large or not in the right format. The file size must not exceed 30 MB and allowed formats are ".gif", ".jpg", ".jpeg", ".png".

### **I forgot my password, how can I reset it?**

Go back to the home page <https://applicantportal.enterprise.uefa.com> and click the "I forgot my password" button and follow the instructions on the screen.

### **Can I change the information provided after submitting my application?**

Regarding changes in your data, feel free to ask the volunteer management team for help via email on [u21onkentes@mlsz.hu](mailto:u21onkentes@mlsz.hu).

### **Can I change the email address I registered with?**

You can change the information by emailing the volunteer management team with your request.

### **I did not receive an email after requesting a password reset. What should I do?**

Please check your Spam folder. If there is no email there, contact the volunteer management team.

### **I did not receive an email after submitting my application. What to do?**

Please check your Spam folder. If there is no email there, contact the volunteer management team.

### **How do I know if I have successfully completed the application form?**

After successfully completing the application form, you will receive an automated confirmation email to the email address you provided. If you cannot find the confirmation email, please check your Spam folder. If there is no email in the Spam folder, contact the volunteer management team.

### **I was selected as a volunteer for U21. What happens now?**

Volunteers will be contacted by the volunteer management team with further announcements and instructions.

### **How can I contact the volunteer management team?**

If we have not been able to answer your questions above, send us an email to [u21onkentes@mlsz.hu](mailto:u21onkentes@mlsz.hu) and we will answer your question as soon as possible.

