

Official Volunteer Programme FAQs

Recruitment

A question	answer
I would like to apply to be a volunteer, what should I do?	Please go to the link on the Rugby World Cup 2019 official website. Your application is completed on-line using either a PC or smartphone. Please note that we can only accept on-line applications.
Can I apply if I don't have an email address?	Each individual is required to have a unique email address in order to access the on-line application.
Can I apply for my friends / acquaintances / family as well with my own e-mail address?	Each individual is required to have a unique email address in order to access the on-line application.
I registered my name and address, did I need to do anything else?	After registering your profile, please continue with your application through until you have selected your preferred host city.
I do not have volunteer experience, can I apply?	Of course! You can apply regardless of whether you have experienced volunteering or not. Please ensure you read through the eligibility requirements.
Can I apply if I am not Japanese?	We welcome applications from all nationalities. Please ensure you read through the eligibility requirements. Note that we require volunteers to be able to communicate in Japanese.
I live overseas, can I apply?	Regardless of your place of residence, you can apply if you meet the eligibility requirements. Please note that you are required to attend the interview roadshow and trainings which will occur pre-Tournament.
Can I apply with a group of friends?	We require individual applications for each person.
Can I work with my family and friends?	Unfortunately due to the size of the programme, we are unable to guarantee that you will be allocated to the same role and/or shift as your family or friends.
Is there any age restriction?	Yes. You need to be 18 years of age or over by March 31, 2019. For minors (under 20 years old as at March 31, 2019), we ask that you submit a completed consent form at the time of interview.
Do I need to attach a photo/image when applying?	No, you do not. Please note that we will be taking photos for tournament time identification at a later date.
Do I need to present identification for identity verification?	Yes, we will ask for proof of identity at both the interview and training sessions.
Can I choose a preferred host city?	Yes, we ask you to please select your host city when applying.
Can I volunteer at multiple host cities?	You can enter up to two more host cities in your application. However, please note we are unable to guarantee volunteer activities across multiple venues in all cases.
After applying, can I change my host city?	Yes, you can during the recruitment period. By selecting the host city you applied for on My Page (the log-in screen you get to after registering your profile) and pressing the "cancel application" button, you will be able to select a different host city.
Do I have to work on all the activity days listed for my preferred host city?	We have a minimum number of shifts for each host city, depending on the number of matches. Obviously we would love you to volunteer for more if you are able!
I applied to be a volunteer but I did not receive email confirmation?	Please check the following. · Is there an error in the email address you entered in your application? · When the entry was completed, did the completion message appear on the page? · Have you checked your spam mailbox or recycle bin? · Are you able to receive PC mail or mail with a URL? · Do you have any email restrictions in place (such as a filtering function)? · Do you have designated domain listed? (Is the following domain added to the list? "Japan rugby 2019.or.jp") · When using a mobile phone, "spam restriction" may be set to "high" (so please set it to "medium" or less.) ※ For the inbound operation in relation to your smartphone, please check with your contractor's carrier.
What should I do if I want to change something in my application?	Please edit your profile on My Page.

Can I apply even if I don't know whether I can confirm the dates for volunteering?	We don't need a commitment to dates this far out but do require a minimum number of shifts for each host city, depending on the number of matches.
Are volunteers appointed on a first come first serve basis?	No, if we are over-subscribed, we will hold a ballot for each applicable host city. We will let you know if you have been selected late July 2018.

Interviews

A question	answer
If I wasn't selected following an interview, can I find out why?	Unfortunately with such a large number of volunteers to interview, we won't be able to provide individual feedback.
How do I schedule an interview?	From late July 2018, we will send you a notification asking you to apply for an interview via My Page. To secure your preferred interview session time, we recommend you book as soon as possible. Please note that for those host cities that have a ballot because of over-subscription, interview sessions will only be available to those drawn from the ballot.
How long is needed for the interview?	You should allow approximately 90 minutes for the interview roadshow. This includes check-in, info session and interview.
Do I have to go for an interview?	Yes, participation in the interview is essential. Please note the interview roadshow will also be an opportunity to find out more about the roles available and chat with the Tournament Operators about your preferences.
How do I get to the venue during the interview / training / shifts?	In principle, we recommend everyone travels by public transport. (We will advise separately if parking is available at any locations - such as for the interview)
Because my circumstances have changed, can I send someone else in my place?	You are not allow to substitute someone else for any activities, including interviews, training or volunteer shifts. If your circumstances change, please contact us to let us know.

Training

A question	answer
Do I have to participate in the training?	While there may be some optional training that you can chose to do or not, you are required to complete the core training. Please note that volunteers who do not complete the compulsory section of the training may not be able progress.
What is the content of the training?	Full details will be announced at a later date. However, the content will cover an induction to Rugby World Cup 2019, key attributes of a NO-SIDE volunteer as well as role and venue training.
What is e-learning?	E-learning is training carried out on-line via the internet. One of the benefits of e-learning is that you can do it when it suits by simply logging on via your PC or smartphone.
How do I get to the venue during the interview / training / shifts?	In principle, we recommend everyone travels by public transport. (We will advise separately if parking is available at any locations - such as for the interview)
Because my circumstances have changed, can I send someone else in my place?	You are not allow to substitute someone else for any activities, including interviews, training or volunteer shifts. If your circumstances change, please contact us to let us know.

Volunteer Activities

Q	A
Can I choose which role I do?	Due to the varying numbers required for each of the roles, we unfortunately will not be able to accommodate everyone's requests. However, you will be asked for any preferences during the interview roadshow and we will accommodate them where we can but cannot guarantee it.
How long is each shift?	The maximum rostered shift will be 8 hours.
When do I find out the days/hours I will be working?	In April 2019 we will be contacting volunteers to ask them to submit their available dates. Schedules will be sent out in June 2019.

What happens if there is bad weather?	We will contact you if your shift is cancelled due to unseasonable weather etc. Please note though that rugby is played in all kinds of weather!
Do I have to wear my uniform when volunteering?	Yes, the uniform identifies our workforce. Details of the uniform will be announced at a later date.
Will there be anywhere to change into my uniform?	As a general rule, bespoke changing rooms will not be available.
Will there be somewhere I can take a break during the shift?	Breaks will be factored in to each shift. Details relating to break areas will be announced during the training.
Does it matter if I am late for my shift or want to leave early?	We will be planning the daily activities based on each shift's start and finish times. Volunteers who come late or leave early will impact on the other volunteers and therefore, as we want to make teamwork a priority, we would greatly appreciate it if you could plan to be on time and to complete each shift.
Can I watch the match during a rostered break or at the end of my shift?	It isn't possible to watch the match during your shift, and this includes when on a break. If you want to watch a match after your shift, you will need to purchase a ticket and change out of your uniform. Please note that we are unable to accommodate requests for certain finish times on specific days.
Because my circumstances have changed, can I send someone else in my place?	You are not allowed to substitute someone else for any activities, including interviews, training or volunteer shifts. If your circumstances change, please contact us to let us know.
How do I get to the venue during the interview / training / shifts?	In principle, we recommend everyone travels by public transport. (We will advise separately if parking is available at any locations - such as for the interview)
My circumstances have changed and I have to pull out of the volunteer programme, what should I do?	If you decide to withdraw from the volunteer programme, please call the volunteer help line to let them know. We would appreciate as much notice as possible.

What do I get?

A question	answer
Do I get a uniform?	Yes, you will be provided with a uniform. Please note that if you withdraw from the programme we will require the uniform to be returned.
Will you provide meals?	Depending on the length of the shift, a meal will be provided or, if not operationally practical, you may be provided with a pre-paid meal card instead. Details to be provided during training.
Do I get paid or reimbursed for transportation and/or accommodation expenses?	No, unfortunately we aren't able to reimburse any expenses or pay volunteers.
What are the insurance arrangements when volunteering?	Insurance will be provided for volunteers during their rostered shifts. However, please note that the insurance may be deemed invalid if the injury or accident was caused by the volunteer not adhering to the Tournament Operator's instructions or through inappropriate behaviour.
Can I get a Certificate of Service?	Please let us know at the interview if you need a formal certificate confirming your participation.

Volunteer Leaders

A question	answer
What is a volunteer leader?	A volunteer leader will coordinate the activities on the day for about 10 to 20 volunteers.
Who can be a volunteer leader?	Anyone applying to be a volunteer can put their hand up to be a volunteer leader. The first step is to register your interest when applying (by confirming your interest when responding to question about being a volunteer leader). We will provide more information at the information roadshow.

What is the criteria to be a volunteer leader?	There are multiple criteria that can lead to being appointed a volunteer leader, including those with sports volunteer experience. Further information will be made available at the interview roadshow.
When do I know if I am appointed as a leader?	We will look to appoint the volunteer leaders as from January 2019. Full details to be made available shortly.
Does a volunteer leader do anything different pre-Tournament?	Volunteer leaders will undergo leader training in addition to the regular training programmes.

System

Q	A
What is My Page?	Once you register your profile on the entry screen, you will be able to log in to My Page with the registered email address / password. After your initial registration, you can go to My Page any time to change your profile, check your information and look at updates.
I forgot my login password, what should I do?	The password reset procedure is on the login screen of My Page.
Can I apply if I don't have an email address?	Each individual is required to have a unique email address in order to access the on-line application.
Can I apply for my friends / acquaintances / family as well with my own e-mail address?	Each individual is required to have a unique email address in order to access the on-line application.

Other

A question	answer
Who will operate the Volunteer Programme?	Rugby World Cup 2019 Organizing Committee and the following 12 host cities. ① Sapporo City, ② Iwate Prefecture and Kamaishi City ③ Saitama Prefecture and Kumagaya City ④ Tokyo Metropolitan Government ⑤ Kanagawa Prefecture and Yokohama City ⑥ Shizuoka Prefecture ⑦ Aichi Prefecture and Toyota City ⑧ Osaka Prefecture and Higashiosaka City ⑨ Kobe City, ⑩ Fukuoka Prefecture and Fukuoka City, ⑪ Kumamoto Prefecture and Kumamoto City, ⑫ Oita Prefecture