

Trinbago 2023 Volunteer Application – Frequently Asked Questions

General Information

When is the Trinbago 2023 Commonwealth Youth Games?

The Trinbago 2023 Commonwealth Youth Games will be held from 4-11 August 2023.

What is the Trinbago 2023 volunteer programme?

Volunteers will be the beating heart of the Trinbago 2023 Commonwealth Youth Games and will be known as Sport Ambassadors. We'll train more than 1,000 passionate, dedicated and enthusiastic people from all walks of life to help bring the Games to life.

- Our volunteers will have an essential role in delivering six days of spectacular competition. They'll be the faces of Trinbago 2023 for the spectators attending the biggest sporting event on the Islands this year.
- The dedication and hard work of our volunteers will be rewarded with memories to last a lifetime.
- Volunteers are highly visible Sport Ambassadors for the Youth Games. Volunteers will be representative of Trinidad and Tobago and the Caribbean region, and the unique experience they receive will ensure a lasting legacy way beyond the event itself.

What is the process I need to undertake to become a volunteer?

- To become a volunteer, first you need to fill in the application form. Click here to access the [Volunteer Application Form](#).
- The process takes about 15 minutes. We'll need your personal details, a recent photo and your ID. You will be able to tell us about your role preferences, and any specific skills and qualifications you have, although you don't need any formal experience to apply.
- The Volunteer committee will review the application and contact you further on the next steps to be taken, if necessary.
- We'll let you know if you've been successful by the beginning of June 2023 including which role we've assigned to you during the Youth Games. Full training will be provided before the Games gets underway, including an orientation event, and training specific to your role and venue. Before the Games, we'll provide you with a Sport Ambassador uniform (t-shirts and pants/trousers) to wear when you're volunteering, which you can keep. Then, all that's left is to prepare to make memories to last a lifetime!

What kind of roles can I apply for?

- With more than 1,000 volunteers required and over 50 roles available, there's something for everyone: we need drivers, first aiders, meet & greeters, venue



preppers, kit carriers, courtside assistants, and everything in between to help keep the Youth Games running smoothly, across the Islands.

- When you apply to volunteer, you can select the area that you'd like to volunteer in. Some of the areas you could be volunteering in include:
- **Event Services:** Trinidad and Tobago is famous for its warm welcome and you'll be there at our sports venues and across the Athlete Villages and Games Hotels to meet, greet and give directions to spectators, officials, delegates and athletes.
- **Accreditation:** you'll help distribute access passes to the athletes, officials, delegates and media.
- **Transport - Drivers:** we need many drivers to make sure our Games Family get where they need to be, when they need to be there.
- **Sport:** you'll assist in getting all of our sport competitions ready so that the young athletes from across the Commonwealth have everything they need to perform at their best.
- **Media:** at Games-time, we will have media on site at the Sports Venues and Sport Ambassadors will be needed to supervise interview areas and photographer positions and assist the media to ensure they can tell the stories and share the images of Trinbago 2023.
- For a full list of the Volunteer areas please head to the [website](#)
- In addition, there are roles available in the Pre-Games Period and the Post Games Period and we will be interested in hearing from anyone who is also available outside of the respective dates who might be able to assist. Games Periods include:

Pre games Period **22 July – 2 August 2023**

Games Period **2 – 12 August 2023**

Post Games Period **12 - 20 August 2023**

Do I need any qualifications to volunteer?

- No, you don't need any formal qualifications or experience to apply to be a volunteer. If you have any specific skills or qualifications, you can let us know in your application and we'll do all we can to assign you to a role that's relevant to your experience.

Where will I be volunteering?

- Trinbago 2023 events are being hosted at venues across the Islands of Trinidad and Tobago. From providing the first hello and the final goodbye, Sport Ambassadors will be required across these locations to support the Youth Games experience for the many spectators and 1,500 athletes and team officials.
- Click on the link to visit the [Trinbago 2023 website](#) and find out more information on the Sport Competition venues.
- As well as venues hosting the Sport, we will require volunteers at International and domestic transport hubs, Athlete training venues, the Media areas, and Accreditation Centre.



What do I need when filling out my application?

- There are a couple of things you should have close by when completing your volunteer application form to make it as easy as possible:
- You will need to have your ID document, either:
 - Passport;
 - Driving Licence; or
 - ID card
- Please Note: You will need to bring the same ID document you applied with when collecting your accreditation; it must also be the original copy.
- Be ready to upload a headshot photo - this will be a recent and an existing photo saved on your device and will need to meet the requirements detailed in the **attached document**.
- Your clothing size – so we can capture accurate sizing to provide you uniform size.

How long will it take to fill out the application form?

- The application form will take approximately 15 minutes to complete.
- The application form needs to be completed in its entirety. It is not possible to save the details and return to it at a later date.

What type of photo is required on the application and why do you need it?

- We will require a headshot photo similar to a passport photo - this needs to be a recent photo saved on your device and will need to meet the requirements detailed here in the **attached document**.
- Alternatively, you can follow the instructions and take a picture when completing the form.
- A photo is required by our Accreditation Team who will process the information as part of the security checks. It will also be used on your accreditation pass.
- It's important that we receive this photograph at the application stage so we can validate it at the interview stage.

What is the maximum file size for the photograph upload as part of the application form?

- The file size of your image should be a minimum size of 100KB and maximum of 2MB. Check the file size of the image that you wish to upload and ensure it is within the limit before uploading.



What is the valid list of Identification documents required for the application process?

- For completion of the application form, applicants need one of the following:
 - Passport;
 - Driving licence; or
 - ID card
- We cannot accept any other forms of ID other than those stated above. We cannot accept proof of Age Cards as a form of ID.

Why do you need to know my clothing size?

- Capturing accurate sizing of our Sport Ambassador applicants will allow us to order the right number of uniforms which will incur less waste and left-over uniforms. It also allows us to recommend the best size so that every volunteer feels comfortable in their uniform.

Do I need to live in Trinidad and Tobago to volunteer?

- We would love for as many people from the Islands as possible to be involved in the Games, but volunteers do not have to be a permanent resident in Trinidad and Tobago, we welcome volunteers from the rest of the Caribbean and other Nations.
- During the Games you will need to be able to organise your own travel to the region and source your own accommodation for the duration of the Games, as well as be available to attend the training prior to the Games.

Will you be recruiting international Sport Ambassadors?

- We would love for as many local people as possible to be involved in the Games, however, anyone interested in volunteering is welcome to apply.
- In order to volunteer at the Games, you must have the appropriate right to volunteer in Trinidad and Tobago and will have to source your own travel and accommodation.
- Please refer to the Government Department of visas and immigration found on the Trinidad and Tobago website <https://nationalsecurity.gov.tt/immigration/> to review the most appropriate visa and eligibility criteria for your nationality or contact your embassy. Getting an appropriate visa is the responsibility of the volunteer. If you are unable to get a visa, unfortunately you won't be able to volunteer at the Games.

Can I volunteer together with my friend or a member of my family?

- All applications will be on an individual basis and considered based on the skills, experience and preferences of each individual applicant.
- We can't specify yet which role you'll be asked to perform, the location or who you'll be volunteering with, but we can guarantee that you will make lots of new friends and unique memories on the journey.



- However, please don't let that stop you from getting as many friends and family involved and applying alongside you.

Can I submit a group application to volunteer as an organisation or team?

- All applications will be on an individual basis. Each member of the organisation or team are more than welcome to apply individually and choose the same Venue and Area preferences on the application form. But we cannot guarantee you will be placed at the same venues or given the same roles.

How do I know my application has been received?

- If you have successfully submitted your application, you will receive a confirmation email to the email address you provided. Please ensure that you have checked your junk folder.
- If you have not received any confirmation, please get in touch with us by emailing cygvc23@gmail.com for assistance.

If I miss the application deadline, can I submit a late application?

- No, in order to be a Sport Ambassador at the Commonwealth Youth Games you must have submitted your completed application during the application window which opened on 3rd March 2023.

Requirements

Are there specific requirements I need to meet in order to volunteer?

- The Commonwealth Youth Games is an invaluable springboard for the stars and leaders of tomorrow, contributing to the further development of Youth Sport throughout the Commonwealth. We are looking for Sport Ambassadors that reflect the diverse communities of the Caribbean and wider Nations and who want to support the future generations.

Sport Ambassadors must meet the following criteria:

- You must be at least 16 years old by 1 March 2023.
- You must be available to volunteer for the full duration of the Games period, and commit to completing a minimum of six volunteer shifts;
- You must be able to speak and read English or communicate using British Sign Language (BSL);
- You must be eligible to volunteer in the Trinidad and Tobago;
- You must agree to and pass relevant security checks;
- You will be required to accept the volunteer role and venue you are offered; and
- You must attend and complete all required training.



What is the time commitment to be a Sport Ambassador?

- We will review all applications and then produce a short list of candidates for potential Sport Ambassador positions. We will have in-person/online interviews depending on the type of position to be filled and the specific needs identified by the sport/or service area.
- These in-person/online interviews will take place in May 2023 to discuss your application in more detail.
- Successful applicants will be required to attend relevant training sessions either in person or online depending on the role and that will include:
 - Orientation training;
 - Role specific training; and
 - Venue specific training.
- You must be available to volunteer for the duration of the Trinbago 2023 Commonwealth Youth Games (2-12 August 2023). Preference will be given to volunteers who are able to commit and accept to a minimum of six shifts across seven different days.
- If applying for a Pre-Games role you must be available to volunteer for a minimum of six shifts across seven different days between 20 July - 2 August 2023
- If applying for a Post-Games role you must be available to volunteer for a minimum of six shifts across seven different days between 12-20 August 2023

What is a Pre-Games or Post-Games volunteer?

- In addition to Sport Ambassadors required at Games-time, we are also looking for enthusiastic, diverse and motivated individuals to help with the planning and preparations of the Trinbago 2023 Commonwealth Youth Games as well as the dismantling and breakdown after the event has concluded.
- Pre and Post-Games volunteers play an integral role in the success of the Games, where they get to take part and help with all the behind the scenes operations. Please indicate on the application form if you are interested in becoming a Pre or Post-Games volunteer.

Can I volunteer in a Pre or Post-Games role as well as Games time role?

- Yes. All Pre or Post-Games volunteers are able to apply for both Pre or Post-Games and Games-time roles, however there is no guarantee they will be successful in being allocated a role for all the periods.

Can I just volunteer for a Pre or Post-Games role?

- Yes, you are more than welcome to only volunteer for a Pre or Post-Games role. Please make us aware of this on the application form.



Is there a separate application form for Pre or Post-Games volunteers?

- No, there is only one application form. On the form you will be asked if you would like to be considered for a Pre or Post-Games volunteer position. Make sure you make us aware of this on the application form.

Will I get uniform as a Pre or Post-Games volunteer?

- Pre and Post-Games volunteers will receive t-shirts to wear during their shifts which they can keep.

Will I receive training for the Pre or Post-Games roles?

- Yes, all volunteers will receive full training for their role. Volunteers will only be given tasks and responsibilities they are comfortable with.

What skills do you need to be a pre-Games volunteer?

- As with Games time roles, we are looking for passionate and dedicated people to be part of our Pre-Games volunteer team. If you meet the key criteria, are a good communicator, enjoy meeting new people and a team player then indicate on your application that you are interested in a Pre-Games role.

How long will a shift be?

- The length of your shifts will be dependent on the role you are assigned and the competition schedule. A single day can start at 6am and conclude at midnight and will be broken into three shifts. The health and safety of volunteers is paramount, therefore length of time between shifts will be managed and the relevant breaks during shift will be enforced.

Will I be able to watch the events?

- Sport Ambassadors will be stationed in a range of locations around Games venues and a small number may be able to see events taking place, although the primary consideration will be on the role you are performing. The majority of Sport Ambassadors won't be based on the field of play and will be unlikely to see sporting competition as it happens.

Do I get a break during my shift?

- Yes, Sport Ambassadors will receive the appropriate breaks dependant on shift length.

Is there a minimum age for Sport Ambassadors?

- Sport Ambassadors must be 16 years old by the 1 March 2023.



Why do I need to be 16 by 1 March 2023 to apply?

- Sport Ambassadors are required to be 16 by the 1 March 2023 due to the nature of the roles, training, and preparation that everyone will be asked to undertake.

What language requirements will there be?

- Sport Ambassadors must be able to speak and read English or communicate using British Sign Language (BSL).
- Other languages are beneficial but not essential.

What do the Security Checks consist of?

- All volunteers must undergo a security/background check. This is a common requirement for all major events.

I've applied to be a Sport Ambassador and I also want to register for tickets. Can I still volunteer?

- We will attempt, wherever possible, to schedule your volunteer shifts so that you can attend Trinbago 2023 events. However, it is preferable that during the Games Period you prioritise your shifts over attending an event.

Areas of Interest**I'm interested in a particular sport/venue. Can you guarantee my volunteer role will be at my preferred location?**

- We cannot guarantee any applicants the role they will be assigned, but you will be able to indicate your preferences on your application form. We will endeavour to assign positions that meet with your preferences and experience, however given the volume of applicants and roles this cannot be guaranteed. All volunteer roles are critical and have been designed to ensure maximum contribution and enjoyment for the individual.

Can I be a volunteer driver?

- There are volunteer driving positions available, and you can indicate your interest in these roles as one of your preferences on your application. You must hold a valid driving licence in order to become a volunteer driver.

Will there be any security roles in the Volunteer program?

- No, there will be no security roles available in the volunteering programme. Security roles will be available as paid positions and recruited for separately.



If I'm successful in a Pre-Games or Post Games role, will I be guaranteed a Games time role?

- Some of our roles will take place before and after the Games-time period. If you are successful in gaining a Pre-Games or Post-Games role, there is no guarantee you will also receive a Games-time role. If you would like to be considered for roles across all Games periods, please make us aware of this on your application form by specifying the period of your availability.
- In addition, if you are available to provide any time ahead of the Pre-Games period please contact us on cygvc23@gmail.com

Entitlement

Do Sport Ambassadors receive free tickets to the events?

- Sport Ambassadors will not receive free tickets to any of the Trinbago 2023 events. However, all tickets to Trinbago 2023 are free but you are required to register to attend. You are welcome to register for tickets, and we will attempt, wherever possible, to schedule your volunteer shifts so that you can attend a Trinbago 2023 event.
- Information about registering for tickets will be advised later in the year.

Will accommodation be provided to Sport Ambassadors?

- No, accommodation will not be provided for Sport Ambassadors. All volunteers are responsible for arranging, and paying for, any accommodation they may require before, during or after the Games.

Will I be paid for my time?

- No, Sport Ambassadors will receive no financial payment in exchange for their participation in the programme.

Will food and beverages be provided?

- Food and beverages /refreshments will be provided to you when you're on shift, during your allocated break.

I have specific dietary requirements; will this be catered for?

- You can let us know about any dietary requirements as part of your application and we will do our best to cater to them.

Due to my religion, I will require short breaks from work for special prayers or observances. Will there be adequate facilities available for these prayers?

- Yes, we will have facilities to cater for this.



Will my travel expenses be covered?

- Sport Ambassadors will receive free transport to travel to and from their volunteer location on the Islands when on shift during Games time. Any exceptions will be considered on a case-by-case basis.

What if public transport isn't running at a time to get me to my shift on time?

- We will endeavour to ensure suitable public transport is available to all of our volunteers and will look to review shift times and other options if required.

Will I receive training to be a Sport Ambassador?

- Yes. All Sport Ambassadors will be fully trained for their role. Volunteers must attend the training sessions, which includes an orientation event, role specific and venue specific training. International Sport Ambassadors will be provided training on arrival to Trinidad and Tobago. More information will be provided once the selection process is confirmed.

Will you provide childcare?

- No, Trinbago 2023 is unable to provide childcare.

Will I get anything in return for my time volunteering?

- We have a recognition and engagement programme in place for our Games time volunteers to acknowledge their important contribution. We want everyone to have a fun and amazing experience to help us deliver a successful Trinbago 2023 Commonwealth Youth Games.

Volunteer Selection Process**What is the Volunteer selection process?**

- We will review all applications and then produce a short list of candidates for potential Sport Ambassador positions. We will have in-person/online interviews depending on the type of position to be filled and the specific needs identified by the sport/or service area.
- During the interview you'll get a taste of what it will be like to volunteer at a multi-sport event like Trinbago 2023, and we'll be able to find out more about you and your application.
- We will aim to find out about your preferences, match your skills to particular roles, and you will have the chance to ask us any questions about the process of becoming a Sport Ambassador.



When will the volunteer selection process commence?

- Volunteers will start to receive a status update from May 2023.

What COVID-19 measures will be in place?

- Your safety is of paramount importance, and the Trinbago 2023 Commonwealth Youth Games will be compliant with any and all COVID-19 regulations that might be in place at the time of your in-person event and during the Games Periods.

Volunteer Confirmation

When will applicants be notified?

- Once applicants have been interviewed either in person or online, both successful and unsuccessful applicants will be informed from June 2023.
- Sadly, we cannot offer everyone a role, but there are plenty of other ways to experience the Trinbago 2023 Commonwealth Youth Games. Register for updates at Trinbago2023.com to be the first to find out how you can get involved.

How do I confirm the Sport Ambassador role?

- If offered a role, you will receive an email. At this point a Team Leader will be allocated to you and will contact you directly.

I didn't get the role I want. Can I request another?

- As part of the criteria to become a Sport Ambassador, you will need to accept the role that you are offered. We have assigned the role based on the needs of the event and hope that you will still be willing to serve.

Where do I find out more about my role?

- If offered a role, your allocated Team Leader will be in contact with you directly to provide more information.

How many shifts will I have to complete?

- Sport Ambassadors are required to complete a minimum of six shifts across any seven days of the Games periods.

What happens if I am unsuccessful?

- We will send you an email to advise you if your application has been unsuccessful. Until you receive this notification you are still being considered for a volunteer position.



My application was unsuccessful. Can you tell me why?

- Unfortunately, we receive many more applications to volunteer than the number of roles available. We are grateful to everyone who shows an interest in volunteering for Trinbago 2023 but unfortunately, we are not able to provide individual feedback to those who were unsuccessful.

Can I be considered for a different role if I have been unsuccessful with my application?

- Unfortunately, if you receive email confirmation that you are unsuccessful then that applies to all available roles within the Trinbago 2023 volunteer programme.

Will all offers be sent out on the same day?

- Offers will not be sent out on the same day. Due to the number of applications, there is a rolling process in place to inform those who have been successful and those who have not.

Training

Will I receive training to fulfil my role?

- Yes, you will receive full training as a Sport Ambassador. We'll email you with all of the information you need about your training. More information on the training sessions will be made available from your Team Leaders once your application has been confirmed.

Will the training be accredited?

- Unfortunately, we are unable to accredit any training. However, volunteers will have confirmation emails and a certificate as proof that they have undergone training. Although they are not accredited, they will provide you with valuable new skills that could help with future opportunities.

Where do I access any training materials?

- All information relating to the volunteer training requirements will be communicated to you through email.

Will the training be accessible/ user friendly?

- We aim to make the training as accessible and user friendly as possible. If you have any specific accessibility requirements, please make us aware of this in your application form. If you have any concerns or have any specific requirements, please get in touch by emailing: cygvc23@gmail.com



Uniforms:

When will I get my uniform?

- All Sport Ambassadors will receive a uniform prior to the Games. Details and timings will be communicated to volunteers via the Team Leaders.

Can I keep the uniform?

- The uniforms are made for the Sport Ambassadors to keep as a lasting memory of taking part in the Trinbago 2023 Commonwealth Youth Games.

Can I wear my own headscarf?

- Yes, Sport Ambassadors can wear their own headscarves.

Can I wear my own clothes with the uniform?

- Sport Ambassadors must wear their uniform as given during their shifts. They will need to wear their own shoes and can wear their own clothes when they are not on their shift.

What is included in the uniform?

- Sport Ambassadors will receive a pair of pants/trousers and T-shirts as part of their uniform.

Support

Who do I contact if I have any questions?

- If you have any questions on the volunteer programme, please send an email to: cygvc23@gmail.com and we will get back to you as soon as possible. Please ensure you have checked the FAQs before contacting us.

Can I request any extra support?

- Yes, we will be capturing requests during the application stage. Please make us aware of any extra support that is needed to ensure we can best meet your needs.

Accessibility

I have accessibility requirements. Can I volunteer?

- Yes, everyone is welcome to apply to volunteer for Trinbago 2023. We can make reasonable adaptations to volunteer roles to ensure that those with accessibility requirements are able to volunteer.



Due to my disability, I may require additional support and facilities to do my role, can I still apply?

- Yes, you can tell us about any additional requirements you may have in your application.

Is the Application form available in an alternative format?

- Yes, if you require the form in an alternative format, please contact us by email cygvc23@gmail.com and a member of our team will get back to you as soon as possible.

I will need a companion to assist me in my role, can I still apply?

- Yes, please let us know in your application. As well as assisting you during your role, we welcome your companion to attend your volunteer interview, training and all other parts of the volunteer process.

What if I don't know the name of my companion when I am applying?

- You do not need to know your companion's name when applying. We will only ask for your companion's details if a role has been offered to you.

Will interpreters be provided for volunteers communicating using British Sign Language (BSL)?

- Yes, for those who communicate using British Sign Language (BSL), as requested we will provide interpreters during volunteer interviews, or you can bring your own. However, we cannot provide an interpreter during the role.

Can I bring my own interpreter?

- Sport Ambassadors who communicate using British Sign Language (BSL) can bring their own interpreters. Please let us know in your application form.

I have an assistance Dog can I still apply?

- Yes, you are more than welcome to apply. Please let us know in your application if you plan to bring your assistance dog.

Will my place of work be accessible?

- Yes, please let us know of any additional requirements you have in your application. We will ensure that your role matches your strengths, skills and any requirements.



Technology

What is Trinbago 2023 doing to ensure my personal data is safe?

- We take all reasonable precautions to deal with your personal information lawfully and to protect it against loss, unauthorised access, use, modification, disclosure or other forms of misuse. For information check our **privacy policy**.

Will my data be shared with any third parties?

- No, we will never share your details with external parties without your consent. Information will only be shared with other entities in accordance with our privacy policy.

Can I request for my data to be deleted?

- Yes, you can request for your data to be deleted. Please contact us by email on **cygvc23@gmail.com** addressed to the Trinbago 2023 DPO.

