



VOLUNTEER GUIDE

Québec Golf Federation



**Federation
nominated for the
2025 Hommage
bénévolat-Québec
awards**

Volunteering at Golf Québec

Golf Québec relies on more than 250 volunteers across the province to organize and present its activities and deliver its programs and services. The Volunteer Involvement Committee is responsible for overseeing and enhancing this sector.

Our **recruitment** efforts are targeted. The **welcoming** and **training** of our volunteers are supported by mentoring and advanced training programs.

Volunteer **retention** is one of Golf Québec's greatest strengths, with 81% of volunteers planning to continue their involvement with our members. **Evaluating** their satisfaction and our performance allows us to regularly improve our service offering.

Our **recognition** program proudly celebrates the contributions of our volunteers, whether they are new or have reached the 30-year milestone!

If you are interested in joining us, please contact us by e-mail at golfquebec@golfquebec.org or fill out our online [Volunteer Form](#). We look forward to meeting you!



Golf Québec

Golf Québec is the provincial sports federation recognized by the Ministry of Education to increase participation, develop excellence, promote, and govern the practice of golf.

To achieve this mission, we rely on the contribution of many volunteers who are passionate about our sport. These women and men generously give their time to introduce and promote golf to an ever-growing number of players. Together, they share their expertise and enthusiasm with the golf community.

Our Values:

- Passion
- Synergy
- Accessibility
- Transparency
- Integrity

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GENERAL INFORMATION



Golf Québec volunteers can work in a variety of areas, from the Board of Directors to numerous committees, to managing events for regional and provincial competitive tours, enforcing the rules of golf, and rating courses.

“Volunteering allows me to share my passion for golf.”

Assignment

In general, the dates of board and committee meetings are set at the beginning of the year. This allows members to plan their schedules in advance.

To ensure that scheduled activities and competitions run smoothly, Golf Québec staff are responsible for identifying positions to be filled and the number of volunteers required for each event.

As much as possible, assignments are made at the beginning of the season. The presence of local volunteers at clubs, the distance to travel to the event site, and the certification levels required for certain positions are also taken into account.

Communications

Members of the Board of Directors and committees are informed of the topics to be discussed at least one week before their meetings. This allows them to prepare thoroughly and participate actively in meetings, which may be held in person or by webconference.

Volunteers assigned to activities taking place out on the course will receive confirmation by e-mail at least one week before the start of an event. The schedule provided includes training time, if necessary, as well as the dates and duration of their shifts.

Once on site, it is strongly recommended that volunteers have a phone (set to silent or vibration mode) to contact the event coordinator for support, if needed.

Work Uniform

As part of their duties, all volunteers must comply with the dress code of Golf Québec's human resources and that of the host club.

To easily identify our volunteers on the course, polo shirts may be distributed free of charge. As the weather is sometimes unpredictable, we also recommend that volunteers bring their own equipment to adapt to changing weather conditions (coats, raincoats, umbrellas, sunscreen, mosquito repellent, spare shoes, etc.), as these items are not provided by Golf Québec.

Transportation and Accommodation

Golf Québec staff will make every effort to assign volunteers to activities that take place within a reasonable distance of their residence. When this is not possible, depending on the duration of the events and the distances to be traveled, staff are responsible for arranging accommodation.

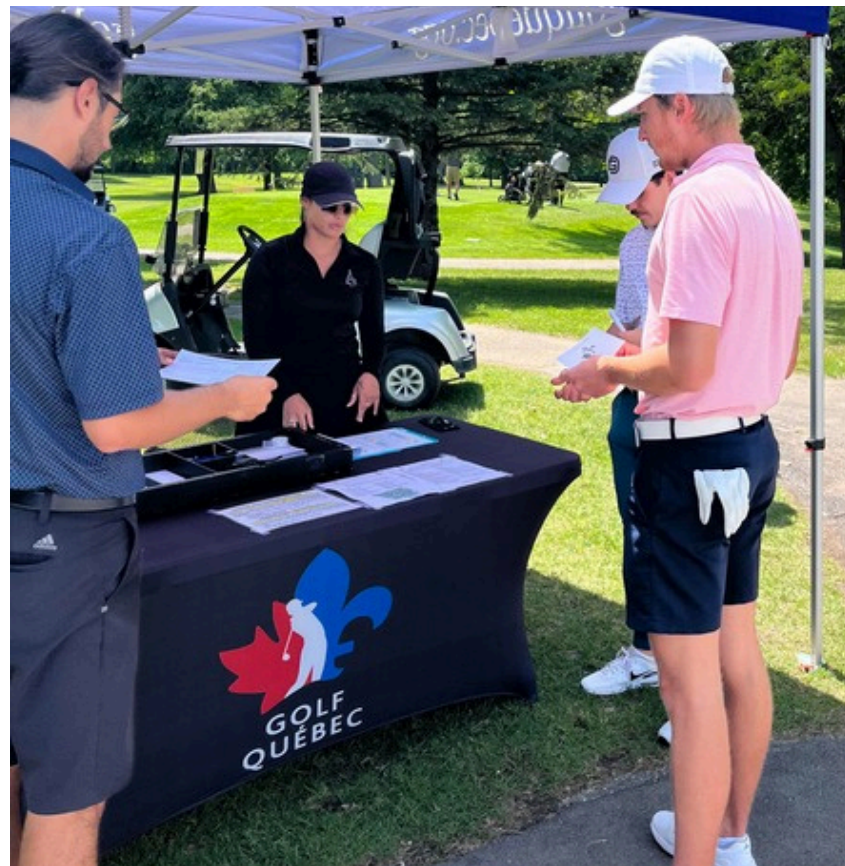
In such cases, volunteers will be individually responsible for claiming their travel expenses (kilometers) in accordance with the rates indicated in the Expense Form and in accordance with the Policy on Representation and Travel Expenses. This form must be submitted by e-mail to comptabilite@golfquebec.org.

Meals

Golf Québec staff is responsible for identifying activities during which meals will be served. Golf Québec covers food and non-alcoholic beverages for volunteers in the course of their duties.

Catering services could be arranged or coupons could be distributed to allow volunteers to access the host clubs' food and beverage services (if meals are not already included in the activities).

Meals taken outside the activity sites must be authorized by the Executive Director, if circumstances permit. In this case, claims for meals must be submitted by e-mail to comptabilite@golfquebec.org, in accordance with the per diem rates indicated in the Expense Form and in accordance with the Policy on Representation and Travel Expenses.



EXPERT VOLUNTEERS



Expert volunteers are individuals who share their skills and expertise in various fields, such as:

- Human resources
- Finance
- Risk management
- Governance
- Legal affairs
- Strategic planning
- Business development
- Philanthropy
- Communication and marketing
- Public relations
- Information technology
- Process optimization

Board of Directors

The members of Golf Québec's Board of Directors are all volunteers. They oversee the federation's affairs to ensure compliance with regulations and promote sound risk management while creating value for its members and ensuring its sustainability.

The Board of Directors is composed of ten individuals appointed by the General Assembly of Members based on a nomination process and eligibility requirements described in the general by-laws of Golf Québec.

The members of the Board of Directors meet on average eight times a year. Their meetings, which last approximately two hours, are held in person or by webconference.

Their two-year term may be renewed up to a maximum of eight years.

They are expert volunteers. Their skills may include knowledge of finance and accounting, risk management, legal matters and regulations, human resources, marketing and communications, philanthropy, government relations, or the golf industry.

"I want to share my expertise and professional knowledge."

Committee Members

Numerous committees are in place to support the Board of Directors in its governance mandate and the Executive Director in his operations.

Three statutory committees support the Board of Directors:

- Finance and Audit
- Governance and Ethics
- Human Resources

Three other committees report to the Board of Directors:

- Volunteer Involvement
- Strategic Planning
- Nominating

The operational committees report to the Executive Director:

- Marketing and Communications
- Rules
- Course Rating

Two committees are independent:

- Regional Association Council
- Québec Golf Hall of Fame

Regional Golf Associations

The Golf Québec territory is divided into eight regional golf associations that are incorporated. Their mission is to support Golf Québec in the development of golf within their territory.

Some Golf Québec volunteers report to their respective regional associations. They help promote our sport and encourage people to take it up for life by offering discovery and introductory activities, recreational events, and competitions. As at the provincial level, their tasks can range from governance to operations management.

Taking Photos/Videos

Our Marketing and Communications team is always looking for images and new content to showcase our programs and services, as well as the achievements of our members, on our digital platforms.

Depending on where they live, volunteer photographers or videographers may be assigned to provide audiovisual coverage of scheduled activities and competitions.

Those assigned to this task must have their own equipment and be able to spend long days on the course, regardless of weather conditions. They must also have a sufficient understanding of the game to take pictures without distracting golfers, whose performance in competition depends as much on their level of concentration as on their skills.



CERTIFIED VOLUNTEERS



Some volunteer positions require specific training and certification that must be renewed every four years.

This is particularly the case for:

- Rules
- Handicap
- Course ratings

Referees

For its competitions, Golf Québec calls on referees who are certified at the provincial or national level, depending on the scope of each event.

The role of referees is to administer the rules of golf in tournaments and championships. They are responsible for preparing the course for an event and all documentation relating to the rules applicable for the day.

During events, these certified volunteers make decisions when special conditions or incidents arise and answer questions from players about game rules and permitted options.

Referees are also responsible for the pace of play and the safety of everyone on the course.

Those assigned to this task must be able to spend long days on the course, regardless of weather conditions.

They may be assigned to a limited area of the course and observe the play without having to intervene for long periods of time.

They will remain in constant communication with other referees and Golf Québec competition staff.

“Over time, I developed lasting friendships with my colleagues.”

3 Levels of Certification on the Rules of Golf

Level 1

Free online training from the R&A

This course is only available online. Level 1 is an easy and interesting way to learn the ABCs of the rules of golf. This level focuses on golf etiquette, key definitions, and the most common situations that arise on the course.

As part of the Level 1 program, students can test their knowledge by answering review questions at the end of each section before taking the online certification exam. This certification does not need to be renewed.

Provincial Level

Training fee, registration via Golf Québec's Golf Genius platform

Prerequisite – Level 1

This level of training is provided by Golf Québec in a series of webinars offered in the winter and followed by a one-day online exam in the spring. It is designed for individuals who are already involved in tournament administration or who wish to become involved. The most important rules of the game are studied in detail.

Before moving on to the next level of training, provincial referees must also gain practical experience on the course.

National Level

Training fee, registration via Golf Canada's Golf Genius platform

Prerequisite – Provincial Level

The National Rules Education Program consists of an eight-week online seminar organized by Golf Canada. The objective of the seminar is to provide guidance and advice on the role of referees at the highest level of golf. This program is intended for experienced referees who wish to improve their theoretical and practical knowledge.

Once again, a certain number of hours of practical experience is required to complete the training.

Practical and Advanced Training Programs

These programs, developed by Golf Québec and the Rules Committee, aim to train a strong new generation of referees capable of representing the Federation and ensuring its sustainability.

They are intended for provincial and national level trainees who have passed their respective theory exams and need to acquire a certain number of hours on the course to complete their certification.



Handicap and Course Rating

To support handicap services, specially trained course rating teams evaluate the difficulty of the course, taking into account variables such as the length and number of elements that constitute obstacles.

The purpose of the World Handicap System (WHS) is to make the game of golf more enjoyable for golfers by providing a consistent means of measuring one's performance and progress and to enable golfers of differing abilities to compete, or play a casual round, with anyone else on a fair and equal basis.

Through the WHS, each golfer establishes a "Handicap Index" which is the measure of a player's demonstrated ability on a course of standard playing difficulty.

The handicap training seminar is available online. A certification exam can then be taken or renewed, also online.

Course rating training is provided by Golf Québec. Virtual refresher sessions are offered in the winter so that teams from all regions can resume their seasonal activities on the same footing. New volunteers are paired with existing teams where experienced raters can take them under their wing and teach them the ins and outs of course rating.

Yours Hole	1	2	3	4	5	6
Yours Hole	15	33	42	58	716	126
Blue Blue	200	360	174	344	455	150
White White	185	345	169	320	445	140
Average Total	170	362	158	311	373	103
1						
2						
3						
4						
Normale pour hommes Normale	3	4	3	4	5	3
Normale pour dames Ladies	3	4	3	4	5	3
Handicap Hommes/Men	3	7	6	15	13	14
Handicap Dames/Ladies	3	1	7	13	11	14
Normale/Men Ladies/Ladies	Parcs/Slope	Parcs/Slope	111 Blue/Blue 111 Blue/Blue	111 Blanc/White 111 Blanc/White		
Normale/Bonjour Professionnel			Date	<input type="text"/>		



A Typical Course Rating Day

On a typical outing, a team of six certified volunteers will travel to the golf club whose course is to be rated. Arriving early in the morning, they will conduct an initial course rating.

By dividing the course between three people on the front nine and three others on the back nine, they will take various measurements for each tee, such as length, topography, sand traps, lateral hazards and penalty areas, height of long grass, etc. This initial assessment must be carried out in the company of narrators, i.e., people who are familiar with the course and know the habits of those who play there. This is a process that requires precision and rigor.

In the afternoon, team members will have the opportunity to play the course to validate the data collected in the morning, share their observations, and finalize their rating.

Those assigned to course rating will be required to spend long days on the course, regardless of weather conditions. They must be comfortable using a tablet to enter data and will be required to become familiar with specialized equipment provided to them, such as a stimpmeter to measure green speed and a range-finding device.

The ability to work in a team is essential to facilitate task sharing and ensure the quality of handicapping and course rating services .



COMPETITION VOLUNTEERS



When Golf Québec visits a club to present a provincial event, our staff calls on volunteers from the club or the region being visited.

Here are the positions available to ensure the smooth running of competitions, along with the time required to complete all the necessary tasks. Although some positions can be filled by one person, it is always more enjoyable to work in pairs.

Registration Table

Welcome golfers during the first round and providing information about the event. This task usually begins early in the morning and may continue until early afternoon when the last groups tee off.

The person at the registration table welcomes players as they arrive at the golf club. Registration opens on the day of the competition, approximately one hour before the first tee times. Players must register before starting their round.

This person must register players, provide them with certain documents, and inform them of the contents of these documents. Depending on the competition, this person may also ask questions regarding qualifying for other competitions. This person must also direct players to the practice areas and various facilities on the course.

It is recommended that two people work in this position. Time passes more quickly and it is easier to handle questions when several arise at the same time.

“I love to meet new people.”

Starter

Officially announce the players on the tee and give them the rules for the day, supervised by a referee. This task usually begins early in the morning and can continue until early afternoon when the last groups tee off.

This person is responsible for welcoming players to the tee box and providing them with important information for the day.

This volunteer must announce the players in a loud, clear voice so that spectators know who is taking the tee shot.

A clear script has been established and must be followed by volunteers. The starter must be in position at the assigned tee (hole number 1 or 10) at least 30 minutes before the first official tee time.

This is a position that requires a high degree of rigor and professionalism.

Golf Québec recommends that the same volunteers be on duty for the entire duration of the competition.

Practice Area

(if needed)

Supervise golfers practicing and ensure they respect the tee times. This task usually begins early in the morning and may continue until early afternoon when the last groups tee off.

On several courses, there are not enough tee boxes at the driving range to accommodate all players. Some may take too much time practicing, which could be unfair to those waiting for their turn.

The volunteer assigned to this position is responsible for registering players when they arrive at the practice area and ensuring that there is a good flow of players using the facilities. A pre-determined time limit may be set by competition referees if the number of participants is too high. In this case, players will be informed by e-mail of the terms and conditions for accessing the practice grounds.

“I like to stay active and give back to the game and my community.”



Standard Bearer and Live Scorer *(walking scorer)*

Follow groups of leaders with a standard for 18 holes and record scores live. In amateur competitions, this task is often limited to the last groups of the day rather than all groups registered for the tournament. It is important to be able to walk all day while carrying equipment in all weather conditions.

This position is usually set up during the penultimate round of a championship and during the final round. It requires a lot of attention and good stamina.

Volunteers carrying standards must be able to walk 18 holes with a group of leaders. Occasionally, standard bearers may be assigned to golf carts, which volunteers must then drive.

These individuals will carry a large sign (the standard) displaying the names of the players in the group they are following, as well as their respective scores compared to the course par.

Each time the group completes a hole, volunteers must adjust the scores on the standard. This allows spectators and journalists to keep track of the performance of the group they are following.

When winds are strong, standards can be difficult to carry. For this reason, Golf Québec recommends that two people be assigned to this position so that they can take turns carrying heavy loads.

With digital tools, it is possible to record scores live. When one volunteer holds the standard, the other can use their phone to enter each player's score hole by hole. This way, the results are displayed directly online and become available to everyone.



“The juniors at our host clubs love being standard bearers and being in the thick of the action.”

Pace of Play and Live Scoring

Record the pace of play of golfers and their scores hole by hole. This position is more suited to people who are comfortable using electronic devices. This task begins when the first group passes the holes identified for live scoring and continues until the last group has completed play on those holes.

This position is very important. Golf Québec uses electronic tablets for pace of play and live scoring. Golf Québec recommends having two people per hole to fulfill this role. Depending on the playing format, eight people need to be positioned on the course.

Volunteers assigned to this position must pick up a tablet upon arrival. Two apps are installed on the tablet. For the first task, one of the two volunteers must manually note the time at which a group completes the game on a given hole, which is when the last ball of the group is in the hole. This time must then be entered into the tablet.

Meanwhile, the second volunteer must meet each player, one by one, and record their scores hole by hole by hand. If this volunteer is positioned on the green of hole number 3, for example, they will record the scores for holes 1, 2, and 3. In turn, the volunteer on the green of hole number 7 will then record the scores for holes 4, 5, 6, and 7, and so on.

When the group leaves the green and heads to the next tee, volunteers can then open the second app and enter each player's scores into the tablet. The scores will be displayed online and become accessible to everyone.

A referee is responsible for keeping track of the pace of play. Volunteers assigned to this position will be required to read a script prepared by the referees if a group needs to receive a warning or penalty.

Volunteers and the referee responsible for pace of play must work closely together. To do this, volunteers responsible for the pace of play must have a phone handy so they can quickly communicate with the referee in charge.



Scoring Table

Count the scores of golfers, hole by hole, after each round and verify the information with the second person assigned to the table. This is a very official position. This task normally begins in the early afternoon, when the first groups have completed their rounds, and continues until the last groups of the day have also returned.

This person is responsible for welcoming golfers to the scoring tent when the round is over. They must work accurately and be comfortable with numbers.

The person must check and count all scorecards. The rules require two people at the scoring table, as each card must be counted twice. One volunteer counts a card and hands it to the other volunteer to recount. Both volunteers must also sign the card.

It is important that these volunteers ensure that all golfers remain in the tent until all cards have been counted. If a player leaves the tent, the score recorded is the one that must be entered into the system. This is why this scoring work is so important.

Forecaddie

(if needed)

Inform golfers whether they should play a provisional ball when hitting their ball from the tee. This task begins when the first group passes the hole where ball monitoring is to be carried out and continues until the last group has completed play on that hole.

This is the person appointed by the Tournament Committee to indicate the location of balls to players during play. This position is only filled if there are areas on the course where players are likely to lose their balls easily, if there is a blind spot that prevents them from seeing their ball land, or if an area is out of bounds, for example.

The forecaddie must position themselves near the landing area of the balls so that they can see them fall. This will enable them to inform players arriving from the tee whether their ball can be played or whether it is out of bounds and they must hit another ball. To communicate this information, the forecaddie must use colored flags.

This person may not under any circumstances indicate the location of a ball to players and may only help them find a ball if the player asks for assistance.

However, the volunteer may ask, "Would you like me to show you where your ball landed?"



Provisioning on the Course

Ensure that water and fruit stations are always refreshed and properly stocked along the course. This task continues throughout the round until the last groups of players have passed the stations.

This person is responsible for ensuring that all water stations along the course are full and refilling them as needed. Depending on the format of play, fruit may also be offered at each tee time. In this case, this volunteer would also be responsible for restocking the fruit displays.

Since this person can move quickly around the course by golf cart, organizers may ask them to communicate with other volunteers positioned along the course.

Volunteer Coordinator

Ensure that volunteers have everything they need on the course. This person must be the first available to greet volunteers before the others arrive, and their duties continue until their team of volunteers has completed their work.

This person works closely with competition coordinators and ensures that volunteers on the course have everything they need.

For example, as not all volunteers are able to move around or leave their posts, the Volunteer Coordinator will bring meals to volunteers assigned to the course. The Volunteer Coordinator may be asked to walk around the grounds to distribute water bottles and sunscreen, transport equipment between volunteer stations, and check that no one needs anything or is feeling unwell. They may also replace a volunteer who needs to step away for a moment.


This position ensures the comfort and safety of all competition volunteers.

Meal Supervisor (attendance)

Greet players when they pick up their meals and record their names. This is a shorter task that takes place during meal times or until every player has picked up their meal.

Coupons can be used so that each person can collect their meal. However, experience has shown that coupons are often lost or misplaced.

This person is responsible for taking attendance in the dining areas and answering questions from food service staff. The goal of this position is to ensure that everyone eats as planned, but only once. To do this, the supervisor will record the names of those who have used the service to prevent any meals from being missed at the end of the day.



**The Golf
Québec team is
looking forward
to welcoming
you!**

Join our volunteers by filling
out the online form:

[https://fr.surveymonkey.co
m/r/S3WHGWB?lang=en](https://fr.surveymonkey.com/r/S3WHGWB?lang=en)

**Initiate
passions,
build dreams.**

GOLF QUÉBEC

