



# Link & Learn Taxes

## Certification Tests: Getting Started

### VITA/TCE Central

All volunteers are required to register and certify via Link & Learn Taxes online testing site, VITA/TCE Central. You can register and login into the test using VITA/TCE Central. In addition, return here to access the latest training and testing materials using Quick Links. Quick Links will include a file for all the certification tests and VITA/TCE training guides (including the optional specialty courses) in Adobe Acrobat PDF file format. In addition, you can access the Volunteer Standards of Conduct (VSOC) Training course, Intake/Interview and Quality Review Training, the Practice Lab, and the evaluations.

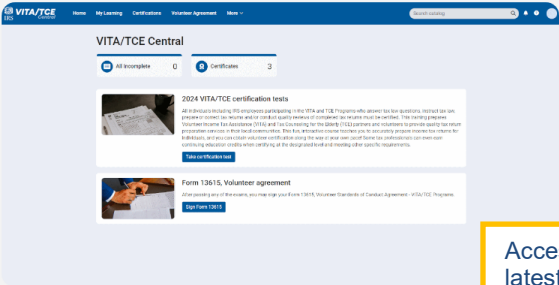
 **VITA/TCE**  
Central

Sign in or create account

## VITA/TCE Central your one-stop shop for volunteer training

VITA/TCE Central lets you find your most frequently used tools on one page - certification tests, training and testing PDFs, evaluations, Practice Lab, instructor tools and more!

[Start learning](#)

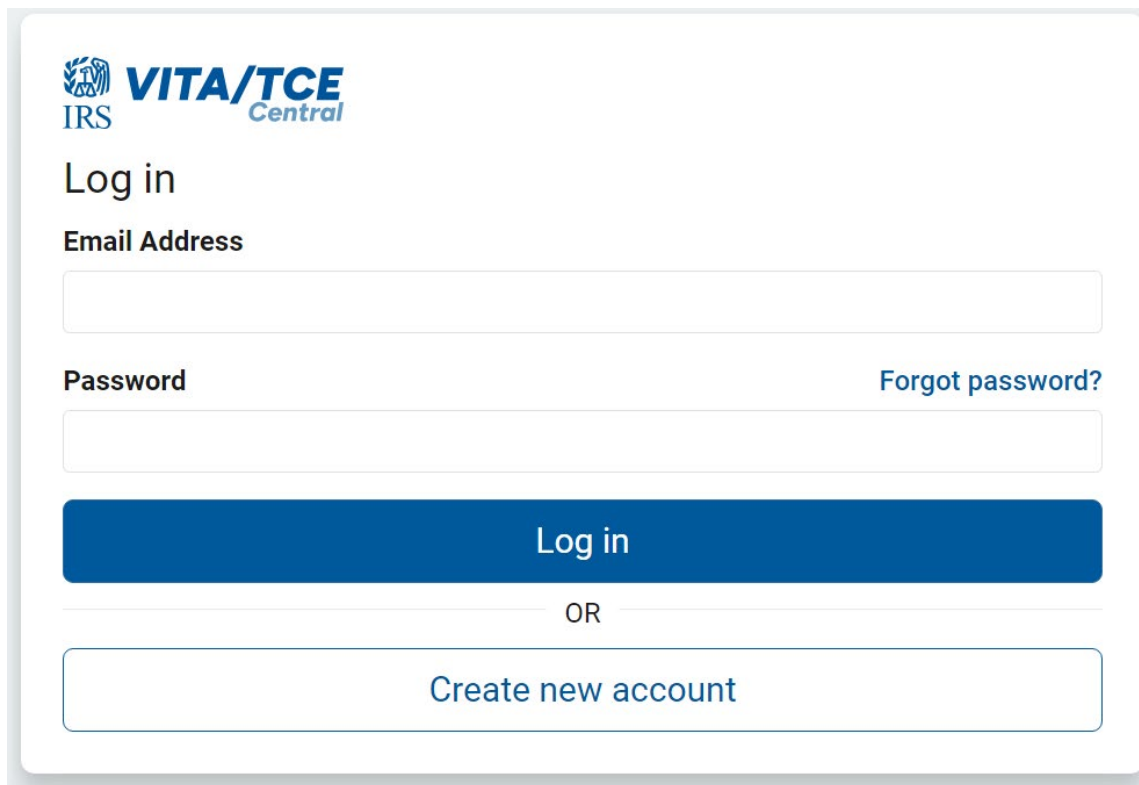


Access the latest training and testing materials using Quick Links.

### Quick Links

- |                                                          |                                                              |
|----------------------------------------------------------|--------------------------------------------------------------|
| <a href="#">Link &amp; Learn Taxes Lessons</a>           | <a href="#">Certification Test/Retest PDFs</a>               |
| <a href="#">VITA/TCE Training Guide</a>                  | <a href="#">Evaluations</a>                                  |
| <a href="#">Practice Lab</a>                             | <a href="#">VSOC Training</a>                                |
| <a href="#">Fact Sheet: Continuing Education Credits</a> | <a href="#">Intake/Interview and Quality Review Training</a> |

- Click on the sign in or create account area to get to the log in screen shown here. Select the **Forgot Password** link if you can't remember your password and the site will send an email to reset it.



The image shows a login screen for VITA/TCE Central. At the top left is the IRS logo and the text "VITA/TCE Central". Below this is the heading "Log in". There are two input fields: "Email Address" and "Password". To the right of the password field is a link that says "Forgot password?". Below the input fields is a large blue button labeled "Log in". Below this button is a horizontal line with the word "OR" in the center. Below the line is a button with a blue border labeled "Create new account".

- **The system will allow only one account per email address.** In case your email address has changed, you can update your email address by clicking your Profile after logging in. If you already have an account, the system will not allow you to create a new account with the same email address.
- Should you ever forget your password, a valid email address is required to send you a new password.

## How to Register

To become certified for the VITA/TCE Programs, you must first self-register in the VITA/TCE Central testing system (your Practice Lab username and password **will not** work on the certification test site):

- Go to the VITA/TCE Central homepage at <https://linklearncertification.com/>. (Add to Favorites for easy access later.)
- Click the **Create Account** button to set up a new volunteer account. Volunteers are only allowed one account. Complete the fields to create your account in the system. Required fields are marked by an asterisk (\*), but all others are optional.



### Create an account

(Fields marked below are required)

Email \*

Email

First name \*

First name

Last name \*

Last name

Password \*

Password

Password is required.

Password must:

- Contain at least one lower case letter
- Contain at least one upper case letter
- Contain at least one number
- Be at least 8 characters
- Be different from the user's LoginName, FirstName, LastName, and Email
- Be uncommon

Address \*

Street address

Address 2

Apartment, suite, unit, building, floor, etc.

City \*

City

State \*

--Select--

Zip code \*

Zip code

Phone

( ) - -

Continue

Have an account? [Log in.](#)

Make sure the name entered matches your government issued ID. Do not use nicknames.

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IRS Videos Multilingual  
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After entering all required information, click **Continue**, and the User Profile screen appears.

**VITA/TCE Central**

Fill required attributes (Fields marked below are required)

User Profile Details

Training Source \*

--Select--

Are you an Instructor? \*

--Select--

Are you an IRS SPEC Territory Manager? \*

--Select--

Back

Create Account

Have an account? Log in.

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**VITA/TCE Central**

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Once you select **Create Account**, you will receive the welcome to VITA/TCE screen and a verification email.

**VITA/TCE Central**

## Welcome to VITA/TCE!

Your account was successfully created.

Your login name: beeps07@hotmail.com  
Your email address: beeps07@hotmail.com

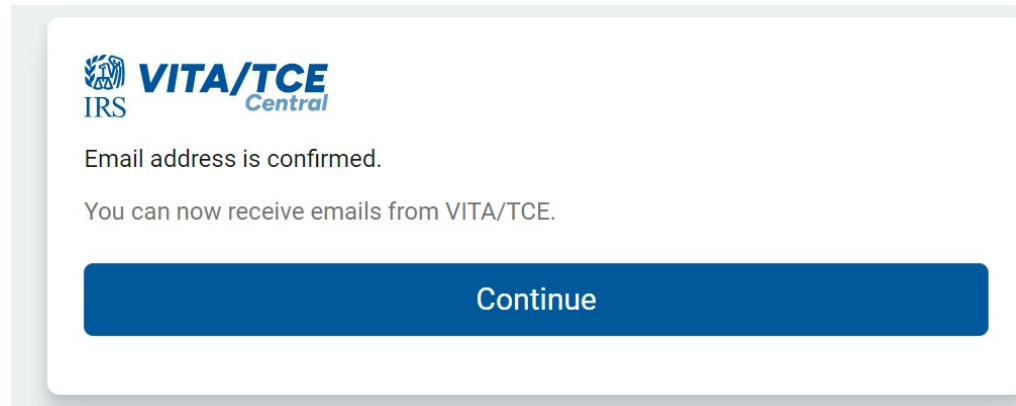
You can always change your name, email, and other information in your Profile.

### Verification instructions

1. You will get an email from VITA/TCE with a verification link.
2. Click on the verification link to verify your email address.
3. If you don't receive this email after 20 minutes, please check your junk mail folder or [request another verification email](#).

If you don't want to verify your email address, [contact support](#) or [log out](#).

Click or copy and paste the URL from the email into your browser, and you should get this screen:



Select **Continue** to get to the next screen.

Cancel

Save

Account

Account Information

Profile Image

Contact Information

User Profile Details

**Volunteer Position(s)**

Form 13615 Details

Continuing Education

Volunteer Position(s)

Please select your volunteer position(s).

Volunteer Position(s) is not properly filled out! Please choose between 1-13 attributes only.

☐ VITA Volunteer

☐ TCE - AARP Volunteer

☐ TCE - Other Volunteer

☐ VITA - Military Volunteer

☐ IRS Employee - SPEC

☐ IRS Employee - Other

☐ IRS Employee - Volunteer

☐ Federal Employee non-IRS employee

☐ Foreign Student Site Volunteer

☐ Site Coordinator

☐ Over the Phone Interpreter

☐ Other

☐ I do not plan to volunteer in the VITA/TCE Program

Select the applicable position(s) and then click the green save button in the top right corner. It takes you to the VITA/TCE home page screen to start the exams.

**VITA/TCE Central**

Home My Learning Certifications Volunteer Agreement Search

Search catalog

**All Incomplete** 1

**Certificates** 1

**2024 VITA/TCE certification tests**

All individuals-including IRS employees participating in the VITA and TCE Programs-who answer tax law questions, instruct tax law, prepare or correct tax returns and/or conduct quality reviews of completed tax returns must be certified. This training prepares Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) partners and volunteers to provide quality tax return preparation services in their local communities. This fun, interactive course teaches you to accurately prepare income tax returns for individuals, and you can obtain volunteer certification along the way at your own pace! Some tax professionals can even earn continuing education credits when certifying at the designated level and meeting other specific requirements.

[Take certification test](#)

**Form 13615, Volunteer agreement**

After passing any of the exams, you may sign your Form 13615, Volunteer Standards of Conduct Agreement - VITA/TCE Programs.

[Sign Form 13615](#)

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Click on your initials at the top right (shown by the arrow above) and then select **Profile** to complete your profile entries.

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**Program** **In Progress**

**01 - Basic**

**BE**  
Benjamin Epps

Profile  
Dashboard  
Help  
Logout

Cancel

Save

Account Information

Profile Image

Contact Information

User Profile Details

Volunteer Position(s)

**Form 13615 Details**

Continuing Education

Form 13615 Details

User Attributes for Form 13615

Sponsoring partner name/site name

Enter *none* if not yet affiliated with a partner or organization

Years You Have Volunteered

--Select--

Number of years volunteered (including this year)

Professional designation (for Circular 230 only)

--Select--

Cancel

Save

Account

Account Information

Profile Image

Contact Information

User Profile Details

Volunteer Position(s)

Form 13615 Details

**Continuing Education**

Continuing Education

NOTE: For tax professionals earning CPE credits only

Volunteer Preparer's Tax Identification Number (PTIN)

PTIN must use the letter "p", follow by eight (8) numeric digits: p12345678.

A PTIN is a "Preparer Tax Identification Number" issued by the IRS and required for all paid tax return preparers. Enrolled Agents and Other Tax Return Preparers interested in obtaining VITA/TCE credits must also have a PTIN. More information about PTINs is available on [irs.gov](https://www.irs.gov). Please do not include the hyphen when typing in your PTIN number. Please note do not enter your SIDN in this field.

First and last name on PTIN account

CTEC ID number

A valid CTEC Numbers require 7 alphanumeric characters (A#####). The first character should be "A" followed by 6 digits.

Professional status

--Select--

Site Identification Number (SIDN)

SIDN is the letter "S" followed by 8 digits. For example: S12345678

- Optional: Professional Status. This field must be completed by all volunteers requesting IRS SPEC Continuing Education (CE) Credits. Non-credentialed tax return preparers must be participating in the Annual Filing Season Program to be eligible for SPEC CE Credits.
- Optional: A PTIN is a "Preparer Tax Identification Number" issued by the IRS. If you have a PTIN, enter it in the appropriate place on the registration form. The PTIN must start with the letter P, followed by eight digits. Do not include a hyphen. If you do not have a PTIN, leave this field blank. Volunteers requesting CE Credits must

provide a PTIN number except for Attorneys, CPAs, and CFPs.

**Note:** You can always update or change your personal information, group, professional status, email address, or password by clicking **on your Initials, a drop down will appear, then click on Profile.**



**Problems with the Certification Test website?**

- Try using the link [www.linklearncertification.com/](http://www.linklearncertification.com/)
- Try adding [www.linklearncertification.com](http://www.linklearncertification.com) as a “trusted site” in Internet browser.
- Use a different browser such as Google Chrome or Firefox.
- Make sure your browser settings have pop-up blockers turned off.
- Still having problems? For login problems or other technical issues, use the Help Center link on VITA/TCE Central (include your name, address and email).
- Sorry – technical support by telephone is not available.

## Volunteer Standards of Conduct Training and Test

To participate in the VITA/TCE program, first review the IRS Volunteer Standards of Conduct (VSOC) training course, which can be accessed on the VITA/TCE Central portal page. Then, you must pass the Volunteer Standards of Conduct (VSOC) test:

- Click on your course of training, such as Basic, Advanced, Military, or International. All tabs include a link to the VSOC exam and Intake/Interview and Quality Review exam except for Over-the-Phone Interpreter, which has only the VSOC exam as a prerequisite.

### Certifications

[Filters](#) [Relevance](#)

[Subject](#) [Course Rating](#)

[Advanced x](#) [Basic x](#) [Foreign Student x](#) [Intake/Interview and Quality Review x](#) [International x](#) [Military x](#) [Over the phone interpreter x](#) [Puerto Rico x](#) [Site Coordinator x](#)

[Clear All](#)



**01 - Basic**

The 2024 Basic certification includes: the 'Volunteer Standards of Conduct Test', the 'Intake/Interview and Quality Review Test', and the 'Basic Test'. This is a good place to start if you only need to take VSC and Intake/Interview. Training documents are available for Volunteer Standards of Conduct and Intake/Interview and Quality Review .

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★ 4.7 📖 32036 learners

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**02 - Advanced**

The 2024 Advanced certification includes: the 'Volunteer Standards of Conduct Test', the 'Intake/Interview and Quality Review Test', and the 'Advanced Test'. Training documents are available for Volunteer Standards of Conduct and Intake/Interview and Quality Review .

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**Foreign Student**

Welcome to the Foreign Student certification. The exam requires you to prepare tax returns and then answer several online questions. You must successfully complete the exam with at least an overall 80% proficiency to earn VITA/TCE certification. Training documents are available for Volunteer Standards of Conduct and Intake/Interview and Quality...

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**International**

Welcome to the Link and Learn Certification exam for VITA/TCE. The International Exam requires successful completion of the Advanced Exam. You must complete the exam with a minimum score of 80% (12 correct out of 15 questions) to earn certification. Training documents are available for Volunteer Standards of Conduct and Intake/Interview and Quality...

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**Military**

Welcome to the Link and Learn Taxes Certification test for VITA/TCE. This Military Exam requires successful completion of the Advanced Exam. You must complete the test with a minimum score of 80% (12 correct out of 15 questions) to earn certification (only available upon successful completion of the Advanced Exam). Training documents are available for...

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**Puerto Rico**

Welcome to the Puerto Rico Link and Learn Taxes Certification exam for VITA/TCE. There are two levels for the Puerto Rico exam, Level I PR and Level II PR. You must complete the exam with a minimum score of 80% (12 out of 15 correct). Volunteers must pass either the Basic or Advanced Exam in order to proceed on to the Puerto Rico Level I Exam...

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**Site Coordinator**

The Site Coordinator Training is mandatory for all coordinators and focuses on current critical updates for the current filing season. This training includes quality site requirements (QSR) and QSR areas for improvement. The Site Coordinator test first requires the successful completion of the Volunteer Standards of Conduct Exam and the Intake/Interview and...

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# 01 - Basic

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2024 Basic

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## Program content

### Volunteer Standards of Conduct - Test

2024 Volunteer Standards of Conduct - Exam It is important that all individuals who volunteer their time and services in the VITA/TCE program understand their roles and responsibilities under the program. All volunteers must: Take the Volunteer Standards of Conduct (VSC) Training , at a minimum, the first year of...

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45 learners

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### Intake/Interview and Quality Review - Test

2024 Intake/Interview and Quality Review - Exam Intake and Interview training is available here .

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32 learners

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### Basic - Test

Basic Course Scenarios and Test Questions Directions The first six scenarios do not require you to prepare a tax return. Read the interview notes for each scenario carefully and use your training and resource materials to answer the questions after the scenarios. For the scenarios 7, 8, and 9: Using the tax software, complete...

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Sponsor  
IRS  
Subject areas  
Basic

Organization  
Link & Learn Taxes

## Related Courses

### Site Coordinator

2024 Site Coordinator. Site Coordinator training is available here .

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### 02 - Advanced

2024 Advanced

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### Military

2024 Military

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- You'll begin the exam by clicking the **Start** button. To review the training, click on the words **Volunteer Standards of Conduct Test**. See the topic below on Taking VITA/TCE Certification Tests for more information on navigating through exams.
- You must pass the VSOC Exam with a score of 80% or greater. If you fail the exam, you may review the VSOC lesson and take the exam again. The exam questions may be different on the second attempt.
- When you pass the exam, click on **My Learning**, review the achievement section, and print your certificate of completion.

Note: The Volunteer Standards of Conduct Exam is a prerequisite to all other courses. If you do not pass this exam after the second attempt, you may not proceed to any other exams.

## Intake/Interview & Quality Review Exam

All tax preparers, Quality Reviewers, Instructors, and Site Coordinators must pass the Intake/Interview and Quality Review test. First review the Intake/Interview and Quality

Review Training course located under “Quick Links” on the VITA/TCE Central portal page. Then, log in to the test center and click on the link to the Intake/Interview and Quality Review Exam.

You must pass the 10-question exam with a score of 80% or greater. If you fail the exam, you may review the Intake/Interview and Quality Review Training and take the exam again. The exam questions may be different on the second attempt.

It is not possible to take any of the other exams without first passing both the VSOC exam and the Intake/ Interview and Quality Review exam.

## Signing Your Form 13615, Volunteer Agreement

After passing any of the exams, you may sign your Form 13615, Volunteer Standards of Conduct Agreement – VITA/TCE Programs. Click on the Sign Form 13615 button below.

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Central

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### VITA/TCE Central

All Incomplete3

Certificates9



#### 2024 VITA/TCE certification tests

All individuals-including IRS employees participating in the VITA and TCE Programs-who answer tax law questions, instruct tax law, prepare or correct tax returns and/or conduct quality reviews of completed tax returns must be certified. This training prepares Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) partners and volunteers to provide quality tax return preparation services in their local communities. This fun, interactive course teaches you to accurately prepare income tax returns for individuals, and you can obtain volunteer certification along the way at your own pace! Some tax professionals can even earn continuing education credits when certifying at the designated level and meeting other specific requirements.

[Take certification test](#)



#### Form 13615, Volunteer agreement

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[Sign Form 13615](#)

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 **VITA/TCE**  
Central

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# Form 13615, Volunteer Agreement

## Certification information

**Completed volunteer certification levels**

Advanced - Test – Nov 4, 2024  
Intake/Interview and Quality Review - Test – Oct 30, 2024  
International - Test – Nov 4, 2024  
Military - Test – Nov 4, 2024  
Site Coordinator - Test – Nov 6, 2024  
Volunteer Standards of Conduct - Test – Oct 30, 2024

**Continuing Education (CE) credits**

No

## Volunteer agreement

Please review and fill in the following details that will be used to populate fields in Form 13615

**Sponsoring partner name/site name \***

Enter *none* if not yet affiliated with a partner or organization

**Years You Have Volunteered \***

--Select--

Number of years volunteered (including this year)

**Professional designation (for Circular 230 only)**

--Select--

**Volunteer Position(s)**

- ☐ VITA Volunteer
- ☐ TCE - AARP Volunteer
- ☐ TCE - Other Volunteer
- ☐ VITA - Military Volunteer
- ☒ IRS Employee - SPEC
- ☐ IRS Employee - Other
- ☐ IRS Employee - Volunteer
- ☐ Federal Employee non-IRS employee
- ☐ Foreign Student Site Volunteer
- ☐ Site Coordinator
- ☐ Over the Phone Interpreter
- ☐ Other
- ☐ I do not plan to volunteer in the VITA/TCE Program

☐ I agree to sign form 13615 Volunteer Agreement electronically

Sign Form 13615

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Language(ASL)  
IRS Videos Multilingual  
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IRS Recruitment  
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- All completed and passed exams are entered automatically on page 2 of the form.
- All the information from your registration page will transfer to Form 13615.
- The sponsoring partner/site name and approving official name and title can be manually completed by volunteers.
- You may print this document at any time.

After completing all the exams you plan to take, print or save Form 13615, read and sign it, and return it to your sponsor or Site Coordinator. Form 13615 must be signed and dated by the Site Coordinator, sponsoring partner, instructor, or IRS contact. The site coordinator must verify your name and address with your government issued photo identification and confirm you have completed the required training and certification prior to working at a site. Electronic, typed, or manual signatures are allowed for Form 13615. When you complete the online certification test, you will automatically be included on a list of certified volunteers.

If you complete another exam after signing the Form 13615, you can re-sign and generate an updated form.

### **Taking VITA/TCE Certification Tests**

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The test scenarios on VITA/TCE Central are the same as in the printed test booklet (Form 6744, VITA/ TCE Volunteer Assistor's Test/Retest). Volunteers taking the test will be presented with the test from the 6744. If volunteers fail an exam, the retest will be presented on the second attempt.

Volunteers preparing tax returns must pass either the Basic or Advanced certification test. Note that Basic and Advanced are standalone certifications; it is not required to take the Basic exam if you wish to certify in Advanced. A minimum score of 80% is required to pass each certification test. Only volunteers who have passed the Advanced exam may choose to test for the Military and International certifications. The Site Coordinator test is an annual requirement. Site coordinators must achieve a passing score of 80% or higher prior to the site opening. You are allowed two attempts to take each exam.

To take an exam:

- Click on the **Icon** for the certification path you want to complete. All the exams available for each certification path will be listed under the corresponding icons.

#### **TIP For fill-in-the-blank questions:**

- Enter numbers. Do not enter dollar signs, commas, periods, or decimal points. For example, for "nineteen thousand dollars" enter: 19000
- Enter negate numbers using the minus sign on your keyboard.
- Round decimals up or down to the nearest whole number.

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[< Back](#)

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# 01 - Basic

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### Program content

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2024 Volunteer Standards of Conduct - Exam It is important that all individuals who volunteer their time and services in the VITA/TCE program understand their roles and responsibilities under the program. All volunteers must: Take the Volunteer Standards of Conduct (VSC) Training , at a minimum, the first year of...

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2024 Intake/Interview and Quality Review - Exam Intake and Interview training is available here .

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32 learners

Updated

Start

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### Related Courses

#### Site Coordinator

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2024 Advanced

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#### Military

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- Some test questions may have links to tax tables or course scenarios. Open these PDF documents if available and either leave them open on your computer for reference or print them out.
- To navigate within a certification test, use the simple controls available on each test screen.
  - **Back:** Takes you to the previous screen or question
  - **Next:** Takes you to the next screen or question
- You cannot use **Next** or **Back** without answering the question on the screen. You cannot skip a question.
- You may stop and close the test at any time.
- When you have reached the last question of the exam, you'll only see a red back

button or green submit button. There is no dedicated **Review**. Before hitting the green submit button, you can use the back button to review all answers. **If you fail the test, you will see this screen:**

Test

Failed

Thank you for taking the test.

Your Score

20%

Passing Score

80%

Review

Continue

Click on **Review** to see the correct/incorrect responses and feedback. Once you finish, click **Continue** and it will take you to the retest.

Once you pass the exam, you will see this screen:

Volunteer Standards of Conduct - Test

✕ Close

Passed

Thank you for taking the exam.

Your Score

100%

Passing Score

80%

Review

Click on the red **Close** button to go to next exam.

## **Puerto Rico Tests**

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- All volunteers are required to complete the Volunteer Standards of Conduct (VSOC) test and the Intake/Interview & Quality Review test before taking other exams.
- Click on Puerto Rico to access the Puerto Rico tests.
- Volunteers must pass the Basic Exam (or Advanced Exam) before proceeding to the Puerto Rico Level I exam.
- Volunteers may proceed to Puerto Rico Level II exam after certification in Puerto Rico Level I.
- You should take either the English or Spanish language Puerto Rico test, but not both.
- Each test must be passed with a minimum score of 80%.

## **Foreign Student Test**

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- All volunteers are required to complete the Volunteer Standards of Conduct (VSOC) test and the Intake/Interview & Quality Review test before taking other exams.
- Click on Foreign Student to access the test.
- The test must be passed with a minimum score of 80%.

## **Site Coordinator Course**

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- All volunteers, including Site Coordinators, are required to complete the Volunteer Standards of Conduct (VSOC) test and the Intake/Interview & Quality Review test before taking other exams.
- Volunteers registered as Site Coordinators are also required to complete the Site Coordinator training course. If you did not select the Site Coordinator training course when you registered, you can change your selection in your profile.
- Click the **Site Coordinator Course** link to launch the course.
- A certification test is required for Site Coordinators and Alternate Coordinators. This is an annual requirement.

## **Continuing Education Credit Certificate**

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- Certificates will be available to print on the VITA/TCE Central home page for each volunteer that has met all requirements of the program.
- All eligible volunteers are required to select a Professional Status in their Profile. A certificate will not generate if not selected.

## **Over-the-Phone Interpreter (OPI)**

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- All volunteers are required to complete the Volunteer Standards of Conduct (VSOC) test before taking this exam.
- Register as an OPI volunteer in your Profile.

## References

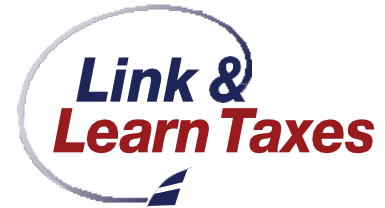
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For **Quick Links** to Volunteer Standards of Conduct Training, Intake/Interview and Quality Review Training, Link & Learn Taxes Lessons, Certification Test/Retest PDFs, Practice Lab, Evaluations, and more, refer to Quick Links and Resources in the Footer on every page.

Click here for guidance on [Continuing Education Credits](#)

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For login problems or other technical issues, email the Certification Test Help Desk at [linklearnsupport@archsystemsinc.com](mailto:linklearnsupport@archsystemsinc.com).