

Clarification for Link & Learn Taxes online certification

This year there have been a number of inquiries regarding the Intake/Interview & Quality Review training and the Site Coordinator training. This document clarifies how the volunteer can obtain this training.

Link & Learn Taxes online certification (linklearncertification.com) works the same for both new and returning volunteers. Our system does not differentiate between new or returning volunteers. The system requires **ALL** volunteers (new and returning) to pass the 1) Volunteer Standard of Conduct (VSOC) and 2) Intake/Interview Quality Review exams in order to proceed with taking any tax law certifications such as Basic, Advanced, Military, International, and HSA. The Standards of Conduct and Intake/Interview & Quality exams are prerequisites prior to taking any tax law certifications exams.

NEW volunteers are required to take the Intake/Interview Quality Review training and all volunteers are required to take the VSOC training. However, volunteers will not be required to complete these training modules in Link & Learn Taxes as prerequisites.

Volunteer can complete these training modules in Link & Learn Taxes (VITA/TCE Central) by accessing them on the "sign in page". They are the last two training modules listed under "Quick Links" .

We've provided additional guidance for volunteers by adding a 2nd paragraph on the Intake/Interview exam launch window.

The screenshot shows the VITA/TCE Certification Test interface. A yellow pop-up window titled "2015 Intake/Interview and Quality Review Exam" is displayed. The window includes a "Launch" button in the top right corner. Below the title, it lists the course number and provides course information, stating that all volunteers must pass the exam with a score of 80% or greater. It also includes instructions for new volunteers and a note about the exam launch window. A black arrow points to the "Launch" button. Below the pop-up, there is a table with columns for course name, score, status, and a count. The table shows that the "2015 Intake/Interview and Quality Review Exam" has a score of 90.00%, is "Pass", and has a count of 1. Other courses listed are "2015 Volunteer Standards of Conduct - Exam", "2015 Basic Exam", and "2015 Health Savings Accounts (HSA) Exam". A second black arrow points to the "Pass Print Certificate" link in the table. To the right of the table, there is a sidebar with a "Sign Student" button and a "Sign your agreement" section. A black arrow points to the "Sign Student" button. At the bottom right, there is a "Click here to review the Intake/Interview & Quality Review training" link with a black arrow pointing to it.

Welcome Kathy! | Log

2015 Intake/Interview and Quality Review Exam Launch

Course Number: Intake/Interview & Quality Review

Course Information
All volunteers must pass the Intake/Interview and Quality Review Exam with a score of 80% or greater in order to access Basic or Advanced exams.

If you have not reviewed the Intake/Interview & Quality Review training, you'll find the link on the right side of the home page. New volunteers are required to take this training prior to taking the exam.

Click Launch on the upper right of this window to start the test (only available upon successful completion of the Volunteer Standards of Conduct - VSOC Exam).

Sign Student

Sign your agreement by checking this

11/10/2015

Course name	Score	Status	Count
2015 Volunteer Standards of Conduct - Exam			
2015 Intake/Interview and Quality Review Exam	90.00 %	Pass Print Certificate	1
2015 Basic Exam		In progress	0
2015 Health Savings Accounts (HSA) Exam			0

Click here to open and complete your Volunteer Agreement. Click Print from the file menu to print the page.

Save the Volunteer Agreement for your records.

If you would like to review the Volunteer Standards of Conduct course, [click here](#) to review the course in PDF format.

[Click here](#) to review the Intake/Interview & Quality Review training.

If new or returning volunteers are registered as a “Site Coordinator,” then they must take the Site Coordinator training. Returning volunteers who have already registered as a Site Coordinator in the previous tax year will automatically get this training in the current tax year. All volunteers who registered as a Site Coordinator will receive the training after passing the Intake/Interview & Quality Review exam. Volunteers complete the training by clicking through all the training slides in the Site Coordinator course. After completing the Site Coordinator course, they can get to the rest of the tests. This is the only course that is embedded into the linklearncertification.com system and is set up as a prerequisite and tracked for completion by clicking through all the slides.

Welcome kwoody! | Logout

VITA/TCE Central

2015 VITA/TCE Certification Test My Account

Basic Advanced Military International Puerto Rico Foreign Student

Course name	Score	Pass/Fail (click for results)	Attempts (2 attempts per exam allowed)	
2015 Volunteer Standards of Conduct - Exam			0	<p>If you would like to review the Volunteer Standards of Conduct course, click here to review the course in PDF format.</p> <p>Click here to review the Intake/Interview & Quality Review training.</p>
2015 Intake/Interview and Quality Review Exam			0	
2015 Site Coordinator Training ←			N/A	
2015 Basic Exam			0	
2015 Health Savings Accounts (HSA) Exam			0	

The Site Coordinator training is only available to those volunteers who register in the system and select “Yes” to the question Site Coordinator.

If new or returning volunteers have already taken this training or are no longer required to take this training, who selected this option when registering, can change their status at any time by logging in to their account and clicking on the “My Account tab”. They can click the “No” radio button to remove the Site Coordinator course from their list of requirements. After changing their account information they must click Save at the bottom of the screen to save their changes.

VITA/TCE Central

2015 VITA/TCE Certification Test My Account

My account details

Required fields are marked by an asterisk (*), all other are optional.

* Group: 09 - Other

← * Site Coordinator: Yes No

* Training Source: Link and Learn Taxes (e-learning)

* First Name: kwoody

* Last Name: kwoody

SEID: (For IRS Employees Only)