



VITA/TCE

Volunteer Quality Site Requirements Alert (QSRA)

Thank you for volunteering and for your dedication to top QUALITY service!

QSRA Number	QSRA 2020-01
Date Issued	January 22, 2020
QSR Topic	Quality Site Requirement #4 – Reference Materials
Reason Issued	Change in policy: Quality Site Requirement (QSR) #4 – Reference Materials
New Policy	QSR #4 is expanded to include the Publication 4299, Privacy, Confidentiality, and Civil Rights – A Public Trust (PDF) , as one of the required reference materials that must be available (either in paper or electronic format) at the site for use by volunteers. To heighten awareness of security requirements at VITA/TCE sites, Publication 4299 is now required to be readily available to coordinators and volunteers at the VITA/TCE sites.
Resources	The Publications 17, 4012 and 4299 are all available for download on IRS.gov or by signing into the TaxSlayer tax preparation software and selecting the option VITA/TCE Publications and User Guides found on the Navigation Bar.

Please discuss any questions with your site coordinator or IRS-SPEC relationship manager