

STEP 3- Test Frequently Asked Questions

1. Why test?

Certification for all VITA volunteer tax preparers is the IRS' Quality Site Requirement #1 which helps to ensure that clients receive a quality tax return.

2. Do I have to take the VITA Basic/ Advanced Certification test every year?

Yes, because tax law changes every year, volunteers must complete the certification test every year that they wish to volunteer with VITA.

3. How many exams am I required to take?

All VITA volunteers must pass the Volunteer Standards of Conduct certification, and sign and date Form 13615 Volunteer Standards of Conduct Agreement, prior to working with the public at a VITA site. Tax Preparers, Quality Reviewers, and Site Coordinators must pass the Intake/Interview and Quality Review Exam and Basic or Advance Exam. In addition, all Site Coordinators must take the Site Coordinator Training.

4. Is the online option the only testing option available?

Yes, all certification exams must be completed through the Link & Learn Certification website.

5. Am I allowed to use training materials, such as publications, during the Basic/Advanced Certification test ?

Yes! In fact, there are test questions that require you to research in Publication 4012 Volunteer Resource Guide. Additionally, you can use any other Publications provided.

6. Any test-taking tips?

Always work the test in Publication 6744- Volunteer Assistor's Test/Retest before going to VITA Central's test site to complete the online test, since questions are pulled from both test and retest. This will allow you to answer the examination questions at your own pace, review your answers, and feel more confident! When you get your test results, make sure to capture your answers because the answer page will not be available again. Study what you get wrong by looking in PUB 4012, PUB 17 or PUB 4491. Remember that VITA Central allows a total of 2 attempts at certification for each test.

7. What if my internet connection fails while testing?

United Way suggests to save your answers as you go by clicking on "Save" frequently. This option also allows you to save your test and continue working on it later. Remember to work each test on Publication 6744 VITA Test/Retest prior examination. This will save you time and reduce the likeliness of experiencing internet connection issues.

8. Does the VITA Basic/Advanced Certification allow me to prepare taxes outside of the VITA program?

No, the VITA Certification is strictly limited to preparing returns for the VITA program.

9. What is the F13615 Volunteer Agreement Form ?

F13615 Volunteer Agreement Form provides information on a volunteer's certification. For instructions on how to sign and download F13515 refer to Instructions to Sign and Download F13614 Volunteer Agreement Form under Training Materials.

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