



# Link & Learn Taxes

## Certification Tests: Getting Started

### VITA/TCE Central

The Link & Learn Taxes certification has been redesigned this year. 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 Intake/Interview and Quality Review Training, the Practice Lab, and the evaluations.

Home

### Certification Tests

Login Name:  
Username   
Password   
Password

▶ Login to your IRS account  
**Login**

▶ Set up a new IRS account  
**Create Account**

▶ Forgot Password?  
[CLICK HERE](#)

### Instructor Tools

- Classroom Presentations
- Lesson Plans
- Instructor Guide 4555e

### More Help

- [Getting Started Tutorial](#)
- [IRS Publications and Forms](#)
- [Get Adobe® Reader®](#)

### Quick Links

- Link & Learn Taxes Lessons
- Certification Test/Retest PDFs
- VITA/TCE Training Guide PDFs
- Evaluations
- Practice Lab
- 13614-C Training

New volunteers must click "Create Account" in order to take the certification test. Click *Getting Started Tutorial* under More Help for instructions on creating an account and taking the certification tests. If you already have an account, please log in above.

Site Coordinators must create an account and register as Site Coordinator in the Group field in order to take the Site Coordinator training. Foreign Student and Scholar volunteers must create an account and register as Foreign Student in the Group field in order to take the Foreign Student and Scholar test.

**Important:** You must turn off pop-up blockers to view the training.

All volunteers must complete the Volunteer Standards of Conduct training course and test.

If you have not completed an evaluation for the VITA/TCE training program, please do so by clicking Evaluations under Quick Links.

**RSS Feed**  
IRS News Releases

**YouTube**  
IRSVideos  
IRSVideos in American Sign Language (ASL)  
IRSVideos Multilingual  
Taxpayers' Rights Service

**Facebook**  
Internal Revenue Service Tax Professionals  
Taxpayer Advocates

**iTunes**  
IRS Podcasts

**Twitter**  
IRS News  
Tax Professionals  
IRS en Español  
IRS Recruitment  
Customer Service

Access the latest training and testing materials using Quick Links.

### How to Register

To become certified for the VITA/TCE Programs, you must first self-register in the VITA/TCE Central testing system:

- Go to the VITA/TCE Central homepage at <https://www.linklearncertification.com>. (Copy and paste into a browser, and add to Favorites for easy access at a later time.)
- Click the **Create Account** button to set up a new IRS account. Complete the fields to create your account in the system. Required fields are marked by an asterisk (\*), all others are optional.

- Group: Select the appropriate volunteer group from the choices in the drop-down menu. Depending on which volunteer group you represent, some tests, such as Foreign Student and Site Coordinator, will only be available to those who have registered in those groups.

**VITA/TCE Central**

Home

### Self-Registration

Complete the fields below to create your account in the system. Required fields are marked by an asterisk (\*), all other are optional.

\* Group:

\* Training Source:

\* First Name:

\* Last Name:

SEID:  (For IRS Employees Only)

\* Login:

\* Password:

\* Confirm password:  Password Complexity Requirements

\* Email Address:

\* Confirm Email Address:

**PLEASE NOTE:** Should you ever forget your password, a valid email address is required to have a new one sent to you.

\* Address 1:

Address 2:

Select the appropriate volunteer group.

**TIP**

### Problems with the website?

If you are experiencing problems accessing the Certification Test website:

- Try using the link <http://www.linklearncertification.com/>
- Try adding [http://www.linklearncertification.com](http://www.linklearncertification.com/) as a “trusted site” in Internet Explorer
- Use a different browser such as Google Chrome or Firefox
- Make sure your browser settings have pop-up blockers turned off

- Continue to fill in the registration form with your first and last name, address, email address, and other information. You will choose a login name and password to use every time you return to VITA/TCE Central.
- Passwords are case sensitive.
- Should you ever forget your password, a valid email address is required in order to send you a new password.

Note: You can always update or change your personal information, group, or password by clicking **My Account**.

## Login to Certification

Once you create your login and password, you can login to the Home page. Remember your password is case sensitive.

**VITA/TCE Central**

Home

### Certification Tests

▶ Login to your IRS account  
  
 ▶ Set up a new IRS account  
  
 ▶ Forgot Password?

## Volunteer Standards of Conduct Training and Test

To participate in the VITA/TCE program, you must pass the IRS Volunteer Standards of Conduct (VSOC) test:

- Click on a tab for your course of training, such as Basic, Advanced, Military, or International. All tabs include links to the VSOC course and exam.

2013 VITA/TCE Certification Tests My Account Admin

Course name	Score	Pass/Fail (click for results)	Attempts (2 attempts per exam allowed)
<a href="#">2013 Volunteer Standards of Conduct (VSOC)</a>			N/A
<a href="#">2013 Volunteer Standards of Conduct - Exam</a>			2
<a href="#">2013 Intake/Interview and Quality Review Training</a>			N/A

You may sign your Volunteer Agreement electronically by checking this box  
 TestName LastName  
 11/27/2013  
[Click here to open and complete your Volunteer Agreement. Click Print from the file menu to print the page.](#)

2013 VITA/TCE Certification Tests My Account Admin

**2013 Volunteer Standards of Conduct (VSOC)** Launch

**Course Number:** Volunteer Standards of Conduct (VSOC) Training

**Course Information**  
 To participate in the VITA/TCE program, all volunteers must complete the Volunteer Standards of Conduct (VSOC) training, pass the VSOC test, and sign Form 13615. The intent is to provide guidance and a structure for regulating VITA/TCE volunteers and to protect taxpayers. In order to take this training, click Launch on the upper right of this window.

Course name	Score	Pass/Fail (click for results)	Attempts (2 attempts per exam allowed)
<a href="#">2013 Volunteer Standards of Conduct (VSOC)</a>			N/A
<a href="#">2013 Volunteer Standards of Conduct - Exam</a>			2
<a href="#">2013 Intake/Interview and Quality Review Training</a>			N/A

You may sign your Volunteer Agreement electronically by checking this box  
 TestName LastName  
 11/27/2013  
[Click here to open and complete your Volunteer Agreement. Click Print from the file menu to print the page.](#)

- In the first column, under the heading “Course name,” click on the link for **Volunteer Standards of Conduct (VSOC)**. This opens a course description. Within this window, click **Launch** on the upper right to open the training. A new window opens the VSOC course.
- Review the entire lesson by clicking **NEXT** near the top of each screen. You must reach the last screen to receive credit for reviewing the VSOC course. Click the **X** at the top right corner to close the lesson.

Internal Revenue Service: Standards of Conduct

MAIN MENU BACK NEXT Page 1 of 49

Resources Exit

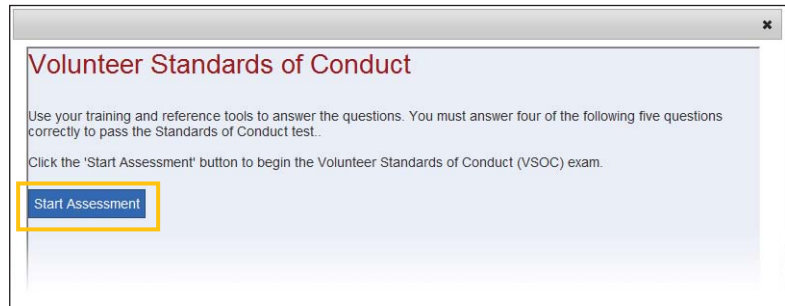
Introduction — Volunteer Standards of Conduct (VSC) Training | Welcome

**Welcome**  
 The integrity of the Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) Programs depends on maintaining public trust. All taxpayers using VITA/TCE services should be confident they are receiving accurate return preparation and quality service.

**Why are we doing this?**  
 In 2011 and again in 2012, the Treasury Inspector General for Tax Administration (TIGTA) and IRS-SPEC uncovered unacceptable practices at a few VITA/TCE sites. In response, IRS-SPEC enhanced the Volunteer Standards of Conduct. The intent is to provide guidance and a structure for regulating VITA/TCE volunteers and to protect taxpayers.

[Click Next to continue.](#)

- You'll see that VITA/TCE Central has scored the VSOC course as Complete. You may print a certificate of completion if you desire by clicking **Print Certificate**.
- Now you must pass the VSOC Exam with a score of 80% or greater. Click the link: **Volunteer Standards of Conduct (VSOC) – Exam**. Then click **Launch** in the upper right corner of the description window.
- Follow the instructions within the exam. You'll begin the exam by clicking the **Start Assessment** button. See the topic below on Taking VITA/TCE Certification Tests for more information on navigating through exams.
- If you fail the exam, you may review the VSOC lesson and take the exam again. The exam questions may be different.
- When you pass the exam, click **Print Certificate** in the Pass/Fail column for a certificate of completion.



Note: The Volunteer Standards of Conduct course and test 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.

## Signing Your Form 13615, Volunteer Agreement

After completing and passing your VSOC training and test, you must sign your Form 13615, Volunteer Standards of Conduct Agreement – VITA/TCE Programs:

- Click the **check-box** next to the statement, “You may sign your Volunteer Agreement electronically by checking this box.” A record of your digital signature will be included in a report to your Site Coordinator.

Course name	Score	Pass/Fail (click for results)	Attempts (2 attempts per exam allowed)	
<a href="#">2013 Volunteer Standards of Conduct (VSOC)</a>	Complete	<a href="#">Print Certificate</a>	N/A	<input type="checkbox"/> You may sign your Volunteer Agreement electronically by checking this box Test Name LastName 11/27/2013 <a href="#">Click here to open and complete your Volunteer Agreement. Click Print from</a>
<a href="#">2013 Volunteer Standards of Conduct - Exam</a>	100.00 %	Pass <a href="#">Print Certificate</a>	0	
<a href="#">2013 Intake/Interview and Quality Review Training</a>		<a href="#">Print Certificate</a>	N/A	

- Open your **Form 13615** as a PDF by clicking **Click here to open and complete your Volunteer Agreement**. Your scores for any and all completed exams are entered automatically on page 2 of the form. You may print this document at any time.



After completing all the exams you plan to take, print out 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, verifying your identity and that you have completed the required training and certification prior to working at a site. When you complete the online certification test, you will automatically be included on a list of certified volunteers. More information on Standards of Conduct can be found in Publication 4299, Privacy, Confidentiality, and Standards of Conduct—A Public Trust.

## Intake/Interview and Quality Review Training

New this year for all volunteers preparing tax returns is a requirement to complete the Intake/Interview and Quality Review Training course. This is a PowerPoint course designed to provide detailed training on how to use the intake sheet to prepare and quality review tax returns. You may take this training only after completing the VSOC training and exam. Click on the link for Intake/Interview and Quality Review Training to launch the course. Click through each screen to complete the course.

## Taking VITA/TCE Certification Tests

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. After your Basic or Advanced certification, you can test for the optional Health Savings Account (HSA) certification. Only volunteers who have passed the Advanced exam may choose to test for any or all of the other certifications: Cancellation of Debt (COD), Military, and International. You are allowed two attempts to take each exam.

To take an exam:

- Click on the **tab** for the certification path you want to achieve. All the exams available for each certification path will be listed under the corresponding tabs.
- In the Course Name column, click the link for your exam to open a description. Click **Launch** in the upper right corner of the description window to open the exam.



The test scenarios on VITA/TCE Central are the same as in the printed test booklet (Form 6744, Test/Retest). However, each question on the online test can be from either the Test or the Retest. You must read each question carefully before entering your answers.

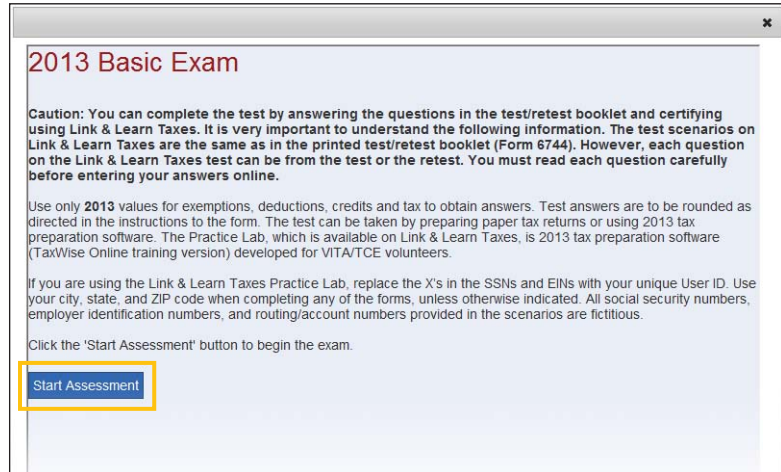
The screenshot shows the VITA/TCE Central website interface. At the top, there is a navigation bar with tabs for 'Basic', 'Advanced', 'Military', 'International', and 'Puerto Rico'. The 'Advanced' tab is currently selected. Below the navigation bar is a table listing various certification tests. The '2013 Advanced Exam' is highlighted with a yellow box. To the right of the table, there is a checkbox for 'You may sign your Volunteer Agreement electronically by checking this box' and a 'Test Name' field with the value 'LastName 11/27/2013'. A pop-up window for the '2013 Advanced Exam' is displayed, showing the 'Launch' button in the upper right corner. The pop-up window also contains course information and instructions for taking the exam.

Course name	Score	Pass/Fail (click for results)	Attempts (2 attempts per exam allowed)
<a href="#">2013 Volunteer Standards of Conduct (VSOC)</a>			N/A
<a href="#">2013 Volunteer Standards of Conduct - Exam</a>	100.00 %	Pass <a href="#">Print Certificate</a>	
<a href="#">2013 Intake/Interview and Quality Review Training</a>			
<a href="#">2013 Advanced Exam</a>			
<a href="#">2013 Health Savings Accounts (HSA) Exam</a>			
<a href="#">2013 Cancellation of Debt (COD) Exam</a>			

- If there is no Launch button, then you have not completed and passed the necessary prerequisite(s). For example, you cannot take the Basic or Advanced Exam before passing the VSOC Exam and completing the Intake/Interview and Quality Review Training course.

- After launching an exam, you'll get an introduction page to the exam, which has useful information and 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.

- After reading the information on the introduction, click the **Start Assessment** button.



- 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

- **Skip:** Allows you to skip a question and come back to it later

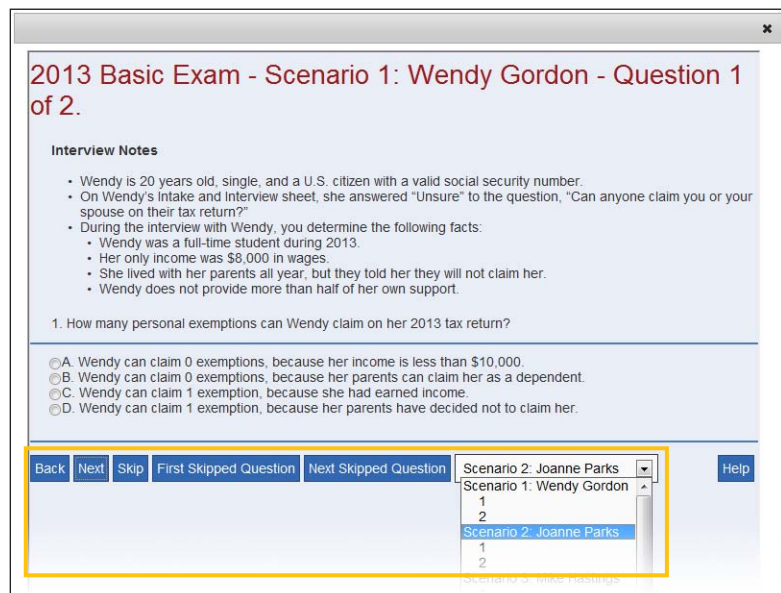
- **First Skipped Question:** Returns to the first test question that you have not answered

- **Next Skipped Question:** Takes you to the next test question that you have not answered

- **Question Drop-down Menu:** Allows you to jump directly to any question, as listed under each scenario in the test

- You cannot use **Next** or **Back** without answering the question on the screen. If you want to skip the question temporarily and move to the next question, click the **Skip** button. If you want to return to the Scenario description, click on the Scenario listed on the **Question Drop-down Menu**.

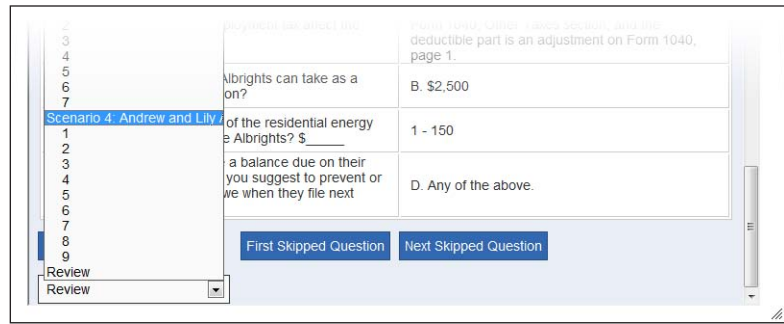
- You may stop and close the test at any time and come back to finish.



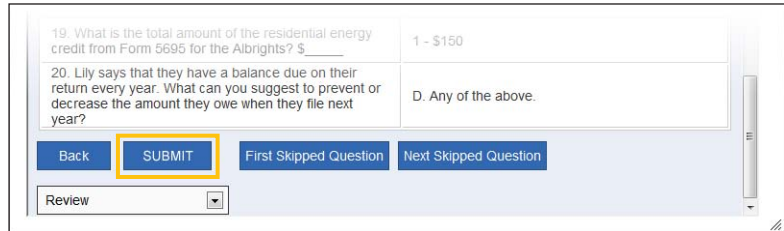
#### For fill-in-the-blank questions:

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

- When you have reached the end of the exam, you'll see a **Review** screen, which is the last screen before you submit your answers. This Review screen summarizes all the questions and your selected answers and alerts you if you have any unanswered questions. You may return to any question to change your answer if desired before you submit your test for scoring; simply click on the desired question from the **Question Drop-down Menu** at the bottom of the page, or use the **Back** button.



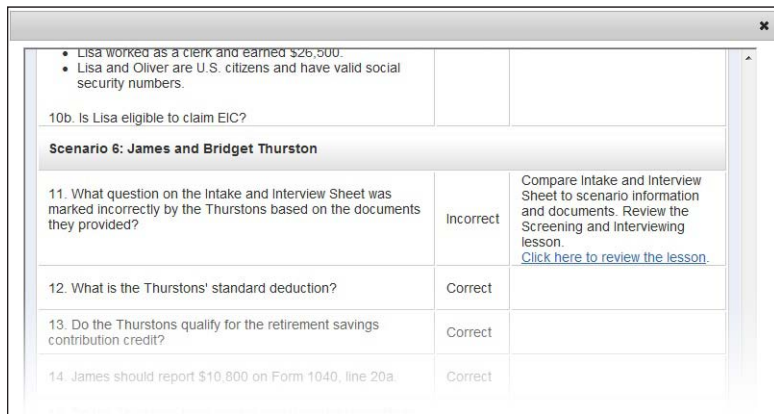
- When you are satisfied with your answers, click the **Submit** button in the Review screen at the bottom of the page to score your test.
- After clicking Submit, the **Certification Test Results** screen will be displayed. On this screen, you can view:
  - Your total score for the exam (at the bottom of the screen).
  - The result for each question.
  - Feedback for incorrect questions, along with links to the Link & Learn Taxes lesson with the information needed to answer the test question. This is your personalized review lesson; use these links to study specific content as needed.



**TIP**

**For iPad or tablet users:**

If the certification test window does not have a scroll bar and you cannot submit your test, close the window. Then, click the "In progress" link in the Pass/Fail column for that particular test. This reopens the test in a new window. Navigate to the final Review screen where you can click Submit.



- Close the assessment window by clicking on the X in the upper right corner. VITA/TCE Central updates immediately to show you your score and whether you passed or failed the exam. A passing score allows you to print a certificate for that exam. Your online Form 13615 is also updated automatically.
- If you do not pass the test the first time, you may review the course material and try again.

## Puerto Rico Tests

---

- All volunteers are required to complete the Volunteer Standards of Conduct (VSOC) training course and test, and must complete the Intake/Interview and Quality Review Training course.
- Click the **Puerto Rico** tab 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.
- Each test must be passed with a minimum score of 80%.

## Foreign Student Tests

---

- All volunteers are required to complete the Volunteer Standards of Conduct (VSOC) training course and test, and must complete the Intake/Interview and Quality Review Training course.
- Only volunteers registered for the Foreign Student certification can access the Foreign Student Exam. If you did not select Foreign Student group when you registered, you can change your group by clicking My Account.
- Click the **Foreign Student** tab to access the test.

## Site Coordinator Course

---

- All volunteers, including Site Coordinators, are required to complete the Volunteer Standards of Conduct (VSOC) training course and test, and must complete the Intake/Interview and Quality Review Training course.
- Volunteers registered as Site Coordinators are also required to complete the Site Coordinator training course. If you did not select Site Coordinator group when you registered, you can change your group by clicking My Account.
- Click the **Site Coordinator Course** link to launch the course.
- You must complete the training by reviewing every screen in the course.

## References

---

For Quick Links to Link & Learn Taxes Lessons, Certification Test/Retest PDFs, Practice Lab, Evaluations, and more, return to the [VITA/TCE Central home page](#).

Click here for a brief video demonstration on [How to Register on the VITA/TCE Central Testing System](#).

Click here for a brief video demonstration on [Taking Certification Tests](#).

Click here for [IRS Publications and Forms](#).

Click here for [Adobe Reader](#).

