



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.

Quick Links

- [Link & Learn Taxes Lessons](#)
- [VITA/TCE Training Guide](#)
- [Practice Lab](#)
- [Fact Sheet: Continuing Education Credits](#)
- [Certification Test/Retest PDFs](#)
- [Evaluations](#)
- [VSOC Training](#)
- [Intake/Interview and Quality Review Training](#)

- 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.

 **VITA/TCE**
Central

Log in

Email Address

Password [Forgot password?](#)

Log in

OR

[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.

IRS VITA/TCE Central

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.](#)

YouTube
IRS videos
IRS videos in American Sign Language(ASL)
IRS Videos Multilingual
Taxpayer Advocate Service

Facebook
Internal Revenue Service Tax Professionals
Taxpayer Advocate

Twitter
IRS News
Tax Professionals
IRS en Español
IRS Recruitment
Taxpayer Advocate

Help center
Quick Links and Resources
Email us

[f](#) [x](#) [@](#) [in](#) [▶](#)

IRS VITA/TCE Central

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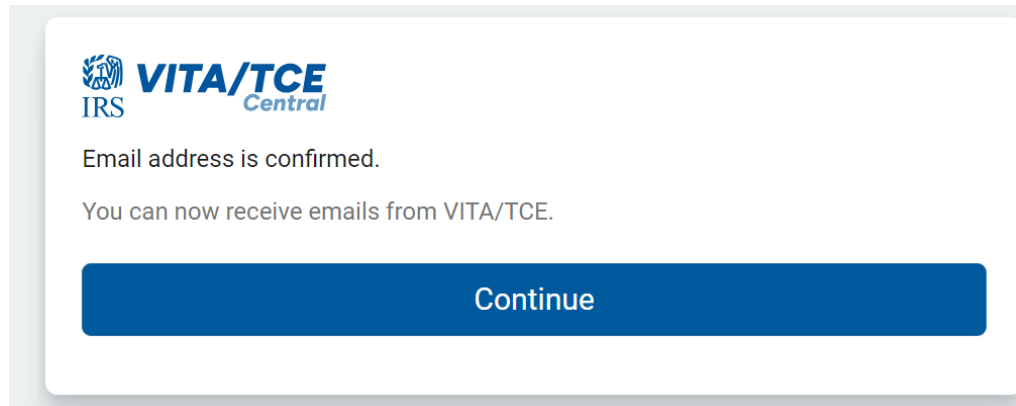
After entering all required information, click **Continue**, and the User Profile screen appears.

The screenshot shows a web form for creating a user profile. At the top left is the VITA/TCE Central logo. Below it, the text reads "Fill required attributes" with a note "(Fields marked below are required)". The form is titled "User Profile Details" and contains three dropdown menus, each with a red asterisk indicating a required field: "Training Source *", "Are you an Instructor? *", and "Are you an IRS SPEC Territory Manager? *". Each dropdown menu currently shows "--Select--". Below the dropdowns are two buttons: a grey "Back" button and a blue "Create Account" button. At the bottom of the form, there is a link: "Have an account? Log in." The footer of the page includes social media links for YouTube, Facebook, and Twitter, a "Help center" link, and a copyright notice: "© 2002-2024 KMI All Rights Reserved".

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

The screenshot shows a welcome message from VITA/TCE Central. At the top left is the VITA/TCE Central logo. Below the logo, the text reads "Welcome to VITA/TCE!". The message continues: "Your account was successfully created." followed by "Your login name: beeps07@hotmail.com" and "Your email address: beeps07@hotmail.com". Below this, it says "You can always change your name, email, and other information in your Profile." The section "Verification instructions" follows, with a numbered list: "1. You will get an email from VITA/TCE with a verification link.", "2. Click on the verification link to verify your email address.", and "3. If you don't receive this email after 20 minutes, please check your junk mail folder or [request another verification email](#)." At the bottom, it says "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

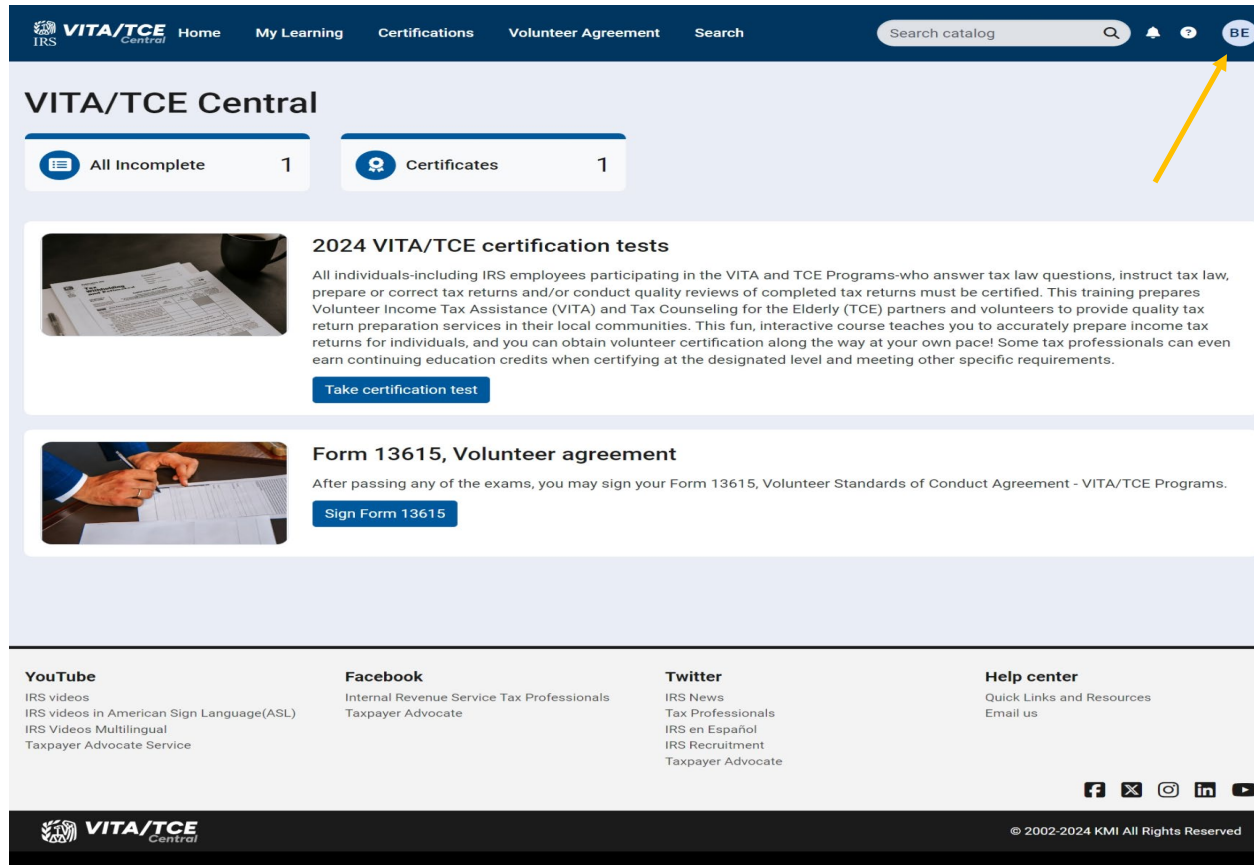
Volunteer Position(s)

Please select your volunteer position(s).

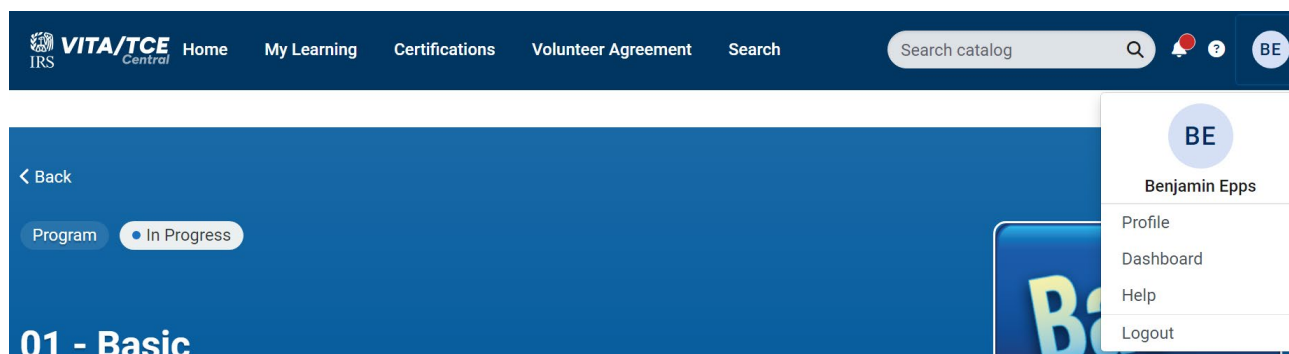
Volunteer Position(s) is not properly filled out! Please choose between 1-13 attributes only.

- 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.



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



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. Volunteers that certify by taking the Federal Tax Law Update test for Circular 230 must have a professional designation of Attorney, CPA, or Enrolled Agent.
- 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/
- Try adding 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: Audience:

- 01 - Basic**
2024 Basic
by VITA/TCE Central
17 learners
[Bookmark](#)
- 02 - Advanced**
2024 Advanced
by VITA/TCE Central
24 learners [Certificate](#)
- Federal Tax Law Update Test for Circular 230 Professionals**
2024 Federal Tax Law Update Test for Circular 230 Professionals
by VITA/TCE Central
6 learners
[Bookmark](#)
- Foreign Student**
2024 Foreign Student
by VITA/TCE Central
8 learners
[Bookmark](#)
- International**
2024 International
by VITA/TCE Central
3 learners [Certificate](#)
- Military**
2024 Military
by VITA/TCE Central
6 learners [Certificate](#)
- Over-the-Phone Interpreter (OPI) Services**
Over-the-Phone Interpreter (OPI) Services OPI training is available here .
by VITA/TCE Central
8 learners
[Updated](#) [Bookmark](#)
- Puerto Rico**
2024 Puerto Rico
by VITA/TCE Central
3 learners [Certificate](#)
- Site Coordinator**
2024 Site Coordinator. Site Coordinator training is available here .
by VITA/TCE Central
15 learners
[Updated](#)

YouTube
IRS videos
IRS videos in American Sign Language (ASL)
IRS Videos Multilingual
Taxpayer Advocate Service

Facebook
Internal Revenue Service Tax Professionals
Taxpayer Advocate

Twitter
IRS News
Tax Professionals
IRS en Español
IRS Recruitment
Taxpayer Advocate

Help center
Quick Links and Resources
Email us



The screenshot displays the VITA/TCE Central website interface for the '01 - Basic' program. At the top, a navigation bar includes 'Home', 'My Learning', 'Certifications', 'Volunteer Agreement', and 'Search'. A search bar is located on the right. Below the navigation, a blue header features a 'Start' button and a 'Program content' section. The 'Program content' section lists three items: 'Volunteer Standards of Conduct - Test' (45 learners), 'Intake/Interview and Quality Review - Test' (32 learners), and 'Basic - Test' (12 learners). Below this is a 'Sponsor' section (IRS) and 'Organization' (Link & Learn Taxes). A 'Related Courses' section lists 'Site Coordinator', '02 - Advanced', and 'Military'. The footer contains social media links for YouTube, Facebook, and Twitter, along with a 'Help center' section.

- 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.

VITA/TCE Central

All Incomplete 3 Certificates 9

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](#)

YouTube
IRS videos
IRS videos in American Sign Language(ASL)
IRS Videos Multilingual
Taxpayer Advocate Service

Facebook
Internal Revenue Service Tax Professionals
Taxpayer Advocate

Twitter
IRS News
Tax Professionals
IRS en Español
IRS Recruitment
Taxpayer Advocate

Help center
Quick Links and Resources
Email us

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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 *

Number of years volunteered (including this year)

Professional designation (for Circular 230 only)

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](#)

YouTube

IRS videos
 IRS videos in American Sign Language(ASL)
 IRS Videos Multilingual
 Taxpayer Advocate Service

Facebook

Internal Revenue Service Tax Professionals
 Taxpayer Advocate

Twitter

IRS News
 Tax Professionals
 IRS en Español
 IRS Recruitment
 Taxpayer Advocate

Help center

Quick Links and Resources
 Email us



- 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

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.

IRS VITA/TCE Central Home My Learning Certifications Volunteer Agreement Search Search catalog Q BE

< Back Program

01 - Basic

Created by Link & Learn Taxes

2024 Basic Start

Program content

Volunteer Standards of Conduct - Test Start

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...

by VITA/TCE Central
45 learners
Updated

Intake/Interview and Quality Review - Test Start

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

by VITA/TCE Central
32 learners
Updated

Basic - Test Start

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...

by VITA/TCE Central
12 learners
Updated

Sponsor: IRS Organization: Link & Learn Taxes

Subject areas: Basic

Related Courses

Site Coordinator

2024 Site Coordinator. Site Coordinator training is available here .

by VITA/TCE Central
17 learners
Bookmark

02 - Advanced New

2024 Advanced

Military

2024 Military
by VITA/TCE Central
7 learners
Bookmark

YouTube: IRS videos, IRS videos in American Sign Language(ASL), IRS Videos Multilingual, Taxpayer Advocate Service

Facebook: Internal Revenue Service Tax Professionals, Taxpayer Advocate

Twitter: IRS News, Tax Professionals, IRS en Español, IRS Recruitment, Taxpayer Advocate

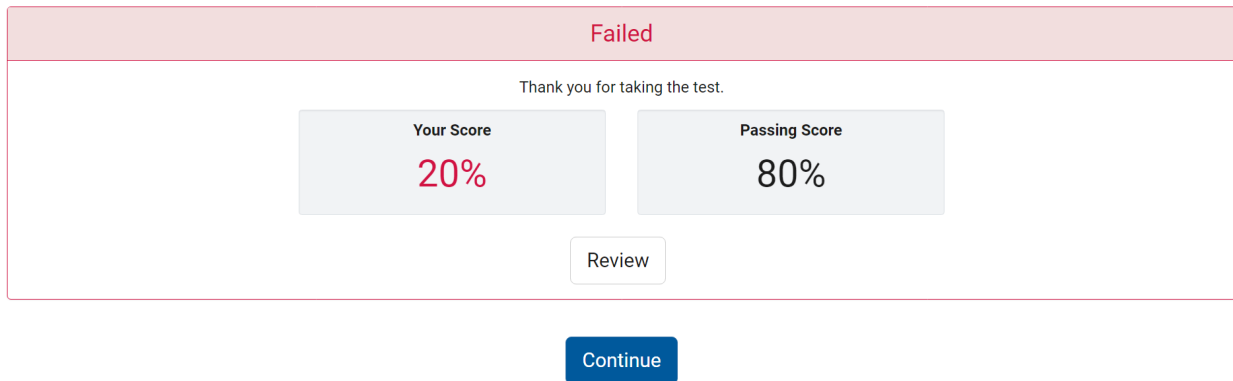
Help center: Quick Links and Resources, Email us

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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:**

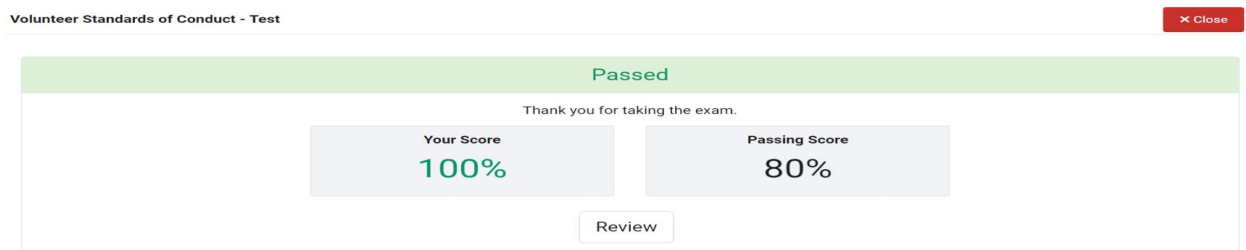
Test



The screenshot shows a test result screen with a red header bar containing the word "Failed" in red. Below the header, the text "Thank you for taking the test." is centered. Two grey boxes display "Your Score" as 20% and "Passing Score" as 80%. A "Review" button is centered below these boxes. At the bottom of the screen, a blue "Continue" button is visible.

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:



The screenshot shows an exam result screen with a green header bar containing the word "Passed" in green. In the top right corner, there is a red "Close" button. Below the header, the text "Thank you for taking the exam." is centered. Two grey boxes display "Your Score" as 100% and "Passing Score" as 80%. A "Review" button is centered below these boxes.

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

Federal Tax Law Updates for Circular 230 Professionals Test

- If you are a volunteer who is authorized under Circular 230 to practice before the IRS, there is an:
 - Optional Circular 230 Federal Tax Law Updates Test. Volunteers who complete this optional certification level can prepare any tax returns that fall within the scope of service of the VITA/TCE Programs without taking additional exams.
Note: This certification does **not** qualify volunteers for Continuing Education (CE) Credits.
- This exam will appear **only** for volunteers with a professional designation of **Attorney, Certified Public Accountant (CPA), or Enrolled Agent** indicated in the Professional Status drop-down menu during registration. To confirm or change your professional status after you have registered, go to your Profile, and make the change on the appropriate screen.
- All volunteers are required to complete the Volunteer Standards of Conduct (VSOC) test and the Intake/Interview & Quality Review test before taking the Circular 230 Test or other exams.

Puerto Rico Tests

- 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

- 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

- 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

- 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)

- 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.

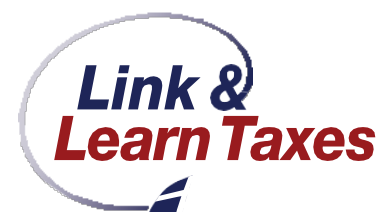
References

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](#)

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

Click here for [Adobe Reader](#)



For login problems or other technical issues, email the Certification Test Help Desk at linklearnsupport@archsystemsinc.com.