

December 5, 2023

## VITA/TCE Quality Site Requirement Alert

### QSRA 2024-01 Link & Learn Taxes Maintenance

#### Purpose

Guidance for volunteers and approving officials regarding certification requirements for training due to critical maintenance of Link & Learn Taxes (LLT) certification site for VITA/TCE volunteers.

#### Identified Issue

Link & Learn Taxes' certification site experienced a critical maintenance outage. Volunteer Instructors are currently unable to certify to teach classes. Until the maintenance outage is resolved, SPEC is granting the following exception:

Volunteer instructors are allowed an exception to the 2023 Tax Year certification requirement for teaching classes prior to December 15th. This will allow training instructors to train volunteers while the certification site is down for maintenance. Volunteer instructors must certify via LLT in a reasonable timeframe after the certification site becomes available.

See Publication 5166, VITA/TCE Volunteer Quality Site Requirements, for details about required certifications.

#### Message for Volunteers and Approving Officials

##### QSR 1: Certification

- An exception is in place for VITA/TCE volunteer instructors to delay completion of their certifications through LLT. Volunteer instructors must certify using LLT in a reasonable timeframe after the certification site becomes available.

##### QSR 5: Volunteer Agreement

- Approving officials must review and sign Forms 13615, Volunteer Standards of Conduct Agreement – VITA/TCE Programs, prior to any volunteers' participation in the VITA/TCE programs. However, due to the exception which allows volunteer instructors to teach before being certified in LLT, approving officials should verify and confirm volunteers have certified using LLT in a reasonable timeframe after the certification site becomes available.

Questions about this QSRA should be directed to your SPEC relationship manager.