

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 15<sup>th</sup>. 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.