

Quality Site Requirement Alert (QSRA) 2012- 02
QSR #05 Volunteer Agreement
February 13, 2012

QSR# 05 - All volunteers must complete the Volunteer Standards of Conduct (VSC) training and certify by passing the VSC test. Every volunteer and site coordinator or partner-designated official, must sign and date *Form 13615 -Volunteer Standards of Conduct Agreement*.

How do you validate volunteer certification at your site?

- Regardless of the position, every volunteer working in the site location during return preparation with taxpayers must be certified on the volunteer standards of conduct. This includes taking the training and passing the VSC test with a score of 80% or more.
- Every volunteer must sign and date Form 13615, Volunteer Standards of Conduct Volunteer Agreement.
- Every site coordinator or partner designated approving official must validate Form 13615 by signing and dating the form.
- Every site coordinator is required to complete Form 13206 and submit the form to their SPEC-IRS relationship manager by the 3rd day of the next month after a volunteer reports to a site.

As we visit sites, we will request (tax law and volunteer standards of conduct) proof of certification for every volunteer. We will also request to see signed volunteer agreements.

If volunteers are:

- wearing the IRS wallet cards (Form 13645 – VITA/TCE Wallet Card) or AARP name badges, and the site coordinator can explain the certification and volunteer agreement validation process; this will determine proof of certification and validates that every volunteer signed and dated the volunteer agreement.
- not wearing the IRS wallet cards (Form 13645 – VITA/TCE Wallet Card) or AARP name badges, we will require to review the following documents for every volunteer:
 - Signed and dated Forms 13615, Volunteer Agreements, or
 - Current Forms 13206, VITA/TCE Volunteer Listing (with certification levels) and/or
 - Similar partner created listing containing the same information to prove certification and volunteer agreement validations.

If you have any questions, please discuss them with your site coordinator, contact your local IRS SPEC relationship manager, or e-mail partner@irs.gov.

Thank you for volunteering to serve your community and for your dedication to providing top QUALITY service!