

NTC Training Frequently Asked Questions

- **Is it too late to register for training?**
 - Complete the following steps to access tax training modules:
 1. Go to: <https://bakerripley.talentlms.com/>
 2. Sign up for an account (Returning Volunteers, please email taxes@bakerripley.org to reactive t your account)
 3. You will have to complete the “2023 NTC Tax Training.” Make sure to submit the completed form towards the end of the module.

TaxSlayer:

You will need to access to TaxSlayer Practice Lab to prepare the training exercises that you need to complete in the training.

In order to create an account and log in, you will need to visit [TaxSlayer Practice Lab](#). You will need to use Password **TRAINPROWEB** after you create your own account. ([Instructions for Practice Lab](#))

- **Who is required to take evening zoom training or online training modules?**
 - All new tax center volunteers are required to complete the Neighborhood Tax Centers (NTC) training as we go over NTC procedures, policies, and TaxSlayer training.
 - Returning volunteers are encouraged to retake the training if they would like to review the information or if they need extra practice with TaxSlayer.
- **What are IRS Publications 4012, 6744, and NTC Volunteer Handbook?**
 - **6744: VITA/TCE Volunteer Assistor’s Test/Retest:**
 - The IRS certification tests are open book, this book contains the tests you will be needing to pass to volunteer. We encourage volunteers to answer the questions on the booklet first before logging into Link and Learn Taxes to take the online tests. If you need help with any of the problems/questions on the test, please sign up for our help Sessions in January.
 - Intake Volunteers must pass the Standard of Conduct
 - Tax Preparers must pass the Standard of Conduct, Intake/Interview & Quality Review, and either the Basic or Advanced certification.
 - **4012: VITA/TCE Volunteer Resource Guide**
 - This contains information on VITA scope, tax law, and tax return preparation.
 - **NTC Volunteer Handbook**
 - This is provided by NTC and not the IRS, but there is a lot of very useful information in this book. NTC has put this together to help answer some of the more common questions.
- **Where can I ask for help with the advanced test questions?**
 - Contact our Training Help Desk for tax law/certification questions via email to ntctraininghelp@gmail.com

- **Where can I check my answers to the VITA certifications?**
 - <https://www.vitaresources.net/certification.html>
 - Please note that this resource is not provided by our program.
- **What are all the websites for?**
 - [BakerRipley Volunteer Website](#)
 - Volunteer Profile
 - Volunteer Opportunities
 - Volunteer Resources and Program Info
 - Volunteer Shift Schedules
 - [VITA Link and Learn](#)
 - Website to complete VITA Certifications needed to volunteer.
 - [TaxSlayer Practice Lab](#)
 - Software used to prepare taxes at centers and for training.
 - [BakerRipley TalentLMS](#)
 - Website to complete online training modules
- **Where can I find more resources for training and certifications?**
 - You will find more resources under our “[Free Tax Preparation Volunteer Opportunity](#)” under the “documents” and “training” tabs.

New Volunteer Checklist

- **Sign up and attend the [New Volunteer Orientation Zoom Check-in](#)** if you have not done so already. The coordinator will verify your ID, and take a screenshot pic of you for your volunteer badge.
- **Complete background check information.** Once you have attended the NVO Zoom Check-in, you will receive an email to submit your information for background check.
- **Training:** Complete Tax Training Modules. (See above for details)
- **Pass IRS Certifications:** We will go over how to do this in training.
- **Send Volunteer Manager (Luisa Pereira) 13615 form/volunteer agreement** which will be generated through the certification website. We will cover more information on how to access this form in training.
- Sign up for Volunteer Shifts for January once you have a received clearance letter from Luisa.

Returning Volunteer Checklist

1. **Training:** For returning volunteers we will be providing an online module with all current tax law updates. Please follow the steps below to access the NTC Tax Law Updates Module. If you have further questions about tax law updates, please email our training manager at taxes@bakerripley.org
 - Complete the following steps to access Tax Law Updates Module:
 - Go to: <https://bakerripley.talentlms.com/>
 - Sign up for an account.
 - Returning volunteers are not required to retake regular tax training, however, we highly encourage you to review prior to taking the IRS certifications, and also get practice with TaxSlayer.
2. **Pass IRS Certifications** through Link and Learn.
 - Make sure to update your Link and Learn account with the number of years you've volunteered.
3. **Send Volunteer Manager (Luisa Pereira) 13615 form/volunteer agreement** which will be generated through Link and Learn once you pass all certifications.
4. Sign up for Volunteer Shifts for January once you have received clearance letter from Luisa.