

# Link & Learn Taxes



linking volunteers to  
quality e-learning solutions

Explore the *Link & Learn Taxes* program and online certification...

Go to [www.irs.gov](http://www.irs.gov), type "Link & Learn" in the Keyword field and click Search. You'll find a detailed overview and links to the courses.

*Link & Learn Taxes* is an e-learning course designed specifically for VITA/TCE volunteers. It provides uniform training and a consistent quality message to each volunteer. These are key elements in preparing an accurate return.

A complete and accurate return is the most important aspect of providing quality service to the taxpayer; it establishes credibility and integrity in the program and the volunteer who prepared the return. The path to achieving this high level of quality begins with superior training that focuses on the components of the VITA/TCE return preparation process.

## For Partners, *Link & Learn Taxes*

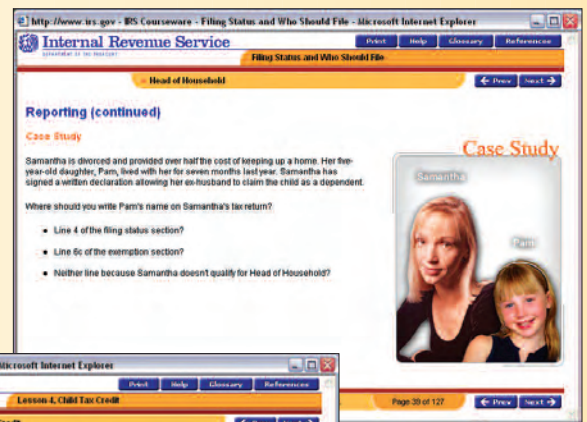
offers these advantages:

- Delivers a uniform level of instruction
- Saves on facility costs
- Requires no instructor
- Certifies your volunteers online
- Is available 24/7

## For Volunteers, *Link & Learn Taxes*

learners will be able to:

- Access the training 24/7
- Test and earn their certification online
- Complete training at their own pace
- Use practice sessions to prepare for certification
- Research topics or review tax law
- Print screens to create personalized job aids



For more information about  
IRS volunteer tax assistance programs,  
visit the Partnering Opportunities page on  
[www.irs.gov](http://www.irs.gov)

Department of the Treasury  
Internal Revenue Service  
[www.irs.gov](http://www.irs.gov)

Publication 4403 (Rev. 11-2006)  
Catalog Number 38960B

# What does Link & Learn Taxes offer the student?

## Flexibility

- Available 24/7
- Each course or lesson can be taken at your own pace
- Retake any course or lesson at any time
- A Returning Student Fast Track to Certification

## Online Testing

- Stand alone online test and certification
- Bookmark feature means you don't have to complete test in one session – if interrupted, you can return to same place and complete it
- Online tests can be taken up to four times – each test will be different
- Volunteer Agreement with certification results

## Different Courses

- Basic
- Intermediate
- Advanced
- Military
- International



## Interactive Practice Sessions

- Interactive topic activities that allow you to complete Worksheets, Forms, and Returns
- Immediate feedback – Tells you why you were correct or why your answer was incorrect

## Information on

- Latest tax law
- Interview tips
- Preparing accurate returns
  - Intake & Interview Sheet
  - Use of Volunteer Resource Guide
  - Quality Review

## Easy to Use

- Lessons divided into short topics
- Case scenarios
- Interviews with audio dialog
- Cues to tell you where you are in the course
- Easy to read
- Graphics reinforce key information
- Links to
  - Publications and Forms
  - Tax & EITC tables
  - Glossary

You can order a printed *Link & Learn Taxes* Kit (Publication 4480) from your IRS contact.



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