

**Important:** All volunteers supporting regular season events in the United States and Canada must be screened and assigned using the Volunteer Management System and are required to complete their certification test using the [online volunteer certification](#) system.

This test is provided publicly for team use and volunteer certification as needed at events outside of the United States and Canada.

| Revision History |                                |
|------------------|--------------------------------|
| Revision         | Description                    |
| V26-27.1         | Initial 2026-27 Season Release |

## Questions

---

- Q1. A new team mentor asks you what the Event Director actually does at an event. Which answer best matches the role?**
- A. "I make the final call on every issue that comes up so nothing slows down."
  - B. "I lead and coordinate the volunteers and leaders who run each part of the event, and I answer for how the day comes together."
  - C. "I mainly handle the technical setup, like fields, AV, and scoring."
  - D. "I stay in the volunteer room and step in only if someone asks for me by name."
- Q2. Mid-match, a team's drive coach insists a call was wrong and wants it reversed immediately. What's the Event Director's role in that moment?**
- A. Reverse the call yourself to keep the match moving.
  - B. Direct the concern to the Head Referee, since only the Head Referee owns game-rule calls, warnings, and cards.
  - C. Ask the Judge Advisor to make the ruling, since it's a dispute.
  - D. Tell the coach the result is final and there's nothing more to discuss.
- Q3. During pit walkthrough, a mentor tells you their robot's height might be borderline against the size limit and asks you to make the call yourself so the team can keep building.**
- A. Measure it yourself and give them a ruling.
  - B. Tell them height rules are the Head Referee's job.
  - C. Direct them to the Lead Robot Inspector, who owns robot construction and inspection rules.
  - D. Tell them it's fine since inspection already happened once.

- Q4. It's mid-morning and the check-in table is running short two volunteers, slowing team arrivals. Whose staffing plan should you work through to fix it?**
- A. Pull a Judge from the judging rooms to cover check-in.
  - B. Handle it yourself for the rest of the day rather than involve anyone else.
  - C. Work with the Volunteer Coordinator, who owns volunteer staffing, to adjust coverage.
  - D. Wait until end of day and note it for next year's Lessons Learned.
- Q5. A volunteer asks whether a regional attire rule applies at your event, and the manual doesn't spell out a clear regional answer. Who do you check with?**
- A. The Head Referee, since attire could affect competition.
  - B. Your Program Delivery Partner, who sets regional policy and is your primary reporting line.
  - C. FIRST HQ directly, since it's a policy question.
  - D. Decide based on your own judgment since it's a minor question.
- Q6. Planning starts for next season's event, and you'd like to move it to a venue you think is better. What's the right way to handle this as Event Director?**
- A. Book the new venue directly since you're the one running event day.
  - B. Raise it with your Program Delivery Partner, since venue selection is their call and you're an early planning partner.
  - C. Wait until the current venue is confirmed unavailable before saying anything.
  - D. Ask the FIRST Technical Advisor to evaluate and choose the venue.
- Q7. Two weeks before your event, the venue tells you one pit aisle must stay clear for a fire lane, which will force a couple of teams into a tighter footprint than usual. What should you do?**
- A. Wait and explain the change to the affected teams when they arrive.
  - B. Publish the added restriction in your pre-event communications now, so teams can plan around it.
  - C. Leave it out, since pit rules come only from the Competition Manual.
  - D. Have the Head Referee announce it at the drivers' meeting.
- Q8. You arrive at the venue for report time and the host hasn't yet confirmed how you'll get in the building. What's the priority?**
- A. Wait for volunteers to arrive and figure it out as a group.
  - B. Confirm keys and alarm codes with the venue host right away.
  - C. Prop open a door so setup can begin.
  - D. Call the on-call support line for help.

- Q9. During matches, you notice one team's students getting louder and more physical near the queue line, with their mentor nearby. Before you say anything about the behavior, what should you do first?**
- A. Explain the concern directly to the students since time is tight.
  - B. Ask the students to bring a responsible adult from their team into the conversation.
  - C. Move straight to explaining what happens if the behavior doesn't stop.
  - D. Give the team an informal warning so they take it seriously.
- Q10. Your event wrapped four days ago. Teardown and thank-you notes took priority, and results still haven't been submitted in FTC Live. What's at stake if you wait past the deadline?**
- A. Nothing significant. Results can be submitted whenever it's convenient.
  - B. The event could be rejected and reclassified as a non-qualifying scrimmage, which blocks teams from advancing.
  - C. FIRST will automatically extend the deadline for busy Event Directors.
  - D. The Scorekeeper will be held responsible instead of you.
- Q11. You used the ABCs with a team about repeated lateness, including bringing in their mentor and explaining next steps. The same behavior happens again the following round. What's the right next move?**
- A. Handle it the same way again on your own, indefinitely.
  - B. Issue the team a formal warning yourself, since you already gave them a chance.
  - C. Follow the process for reporting concerns and inform your Program Delivery Partner, since the behavior is now repeated.
  - D. Ask the Judge Advisor to dock the team's award standing.
- Q12. By mid-morning, qualification matches are running behind and about to collide with the lunch break. What's the best way to handle it?**
- A. Let matches run long quietly and hope the day recovers on its own.
  - B. Cancel lunch on your own to make up the time.
  - C. Coordinate with the Scorekeeper or *FIRST* Technical Advisor, the Emcee, and the Head Referee to adjust the plan and communicate the change.
  - D. Escalate straight to your Program Delivery Partner before trying to adjust it yourself.
- Q13. A volunteer is frustrated about a team's conduct in the pit and asks you to pass the complaint straight to the Judges so it affects their awards. What's the right response?**
- A. Relay the complaint to the Judges so they can factor it into deliberations.
  - B. Tell the volunteer to drop it, since it's not worth pursuing.

C. Follow the process for reporting concerns and inform your Program Delivery Partner; the Judge Advisor can seek information if they choose.

D. Bring the complaint to the Head Referee, since it involves team conduct.

**Q14. Right after alliance selection, an upset parent confronts you, demanding a review of the match video. Their tone stays sharp, but they aren't threatening anyone. What's the right way to handle it?**

A. Promise to pull the match video and take a look.

B. Stay calm, acknowledge their frustration, explain that results are final, and point them to the right support channel.

C. Send them to interrupt the Head Referee mid-event to sort it out.

D. Treat it immediately as a youth-protection concern and report it through the Reporting Portal.

**Q15. During a busy stretch, a volunteer reports a young student who can't find their team and is upset near the audience area. What's the right first move?**

A. Announce the child's name over the PA system and wait for someone to respond.

B. Ask the child to go look for their team on their own.

C. Activate your pre-planned lost-child response, using roster or day-of contacts to reunite them with their team.

D. Wait fifteen minutes to see if the team comes looking before doing anything.

**Q16. A team's students are horsing around near the field with their mentor standing nearby, and you need it to stop. Which opening line best fits how the Event Director should redirect it?**

A. "Hey, knock it off before someone gets hurt."

B. "Could you and your mentor step over here with me for a second? I want to flag something I'm seeing so we can sort it quickly."

C. "I'm going to have to give your team a warning."

D. "This isn't really my job. You should ask the referee."

**Q17. An upset parent asks you to pull the match video after alliance selection. Which response holds the line while staying kind?**

A. "Let me see if I can get someone to review the footage."

B. "That's not something I can help with."

C. "I hear how disappointing this is. Match results are final and we aren't able to review video, but I can point you to the right channel to share feedback."

D. "You'll need to take this up with the Head Referee."

**Q18. A spectator saw someone slip near the field and asks you what happened. What's the appropriate response?**

- A. "It looked like the floor was wet, probably the venue's fault."
- B. "Don't worry, *FIRST* will cover any medical bills."
- C. Say only "The incident is being investigated," and complete an incident report on the *FIRST* Reporting Portal.
- D. Decline to say anything and walk away without documenting it.

**Q19. A volunteer tells you a student twisted an ankle on the field and isn't sure how bad it is. What's the right sequence of actions?**

- A. Diagnose the injury yourself and decide whether it needs further attention.
- B. Refer the student to on-site medical or an EMT, call 911 if there's any question of urgent need, and complete an incident report.
- C. Offer the student some over-the-counter pain medication from the first-aid kit while you finish the current match.
- D. Note it for the post-event Lessons Learned and follow up if it comes up again.

**Q20. A student tells you a volunteer's comment during check-in made them feel uncomfortable and singled out. A week later, a coach separately emails you unhappy about how an award was decided. How should you route these two situations?**

- A. Both go to customer service or support, since neither is a rules dispute.
- B. Both go through the *FIRST* Reporting Portal as youth-protection concerns.
- C. The comment that made the student uncomfortable goes through the *FIRST* Reporting Portal and to your Program Delivery Partner; the award disagreement goes to customer service or support as a program concern.
- D. Handle the comment informally and drop the award question, since results are final.

## Answer Key

| Question | Correct Response | Explanation                                                                                                                                                                                                                  | Source                                   |
|----------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| Q1       | B                | The Event Director delivers a quality event by leading and coordinating people, not by personally owning every decision on the floor, and moves through the venue as a floating leader rather than working from one station. | <i>ED-01 Lesson 1.1; Manual p. 3</i>     |
| Q2       | B                | The Head Referee owns game rules and is the only person who can give an official warning or issue a yellow or red card, so a scoring or rules dispute routes there.                                                          | <i>ED-01 Lesson 1.2; Manual p.3, p.8</i> |

|     |   |                                                                                                                                                                                                                                       |                                                 |
|-----|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| Q3  | C | Robot construction and inspection rules, including size and legality questions, belong to the Lead Robot Inspector.                                                                                                                   | <i>ED-01 Lesson 1.2; Manual p.3</i>             |
| Q4  | C | The Volunteer Coordinator owns volunteer staffing and screening, so a staffing gap routes there for a same-day fix.                                                                                                                   | <i>ED-01 Lesson 1.2</i>                         |
| Q5  | B | The Program Delivery Partner sets regional policy and holds final authority, and is the Event Director's primary reporting line for exactly this kind of local question.                                                              | <i>ED-01 Lesson 1.2; Manual p.3</i>             |
| Q6  | B | Venue selection is decided by the Program Delivery Partner as part of season planning; the Event Director is a key early planning partner, involved from event inception, but doesn't make the final call alone.                      | <i>ED-02 Lesson 2.1; Manual p.5</i>             |
| Q7  | B | Event Directors may add venue-based restrictions on top of the Competition Manual, but any added restriction must be published before the event so teams can plan.                                                                    | <i>ED-02 Lesson 2.1; Manual p.6</i>             |
| Q8  | B | Report time is when the Event Director confirms building access, keys, and alarm codes with the venue host, ahead of volunteers arriving.                                                                                             | <i>ED-02 Lesson 2.2; Manual p.8</i>             |
| Q9  | B | The first step in managing a team behavior concern is asking for a responsible adult from the team before any discussion begins. A student should never be reprimanded one-on-one.                                                    | <i>ED-02 Lesson 2.2; Manual p.8</i>             |
| Q10 | B | Missing the results deadline can cause results to be rejected and the event reclassified from a qualifying event to a non-qualifying scrimmage, and scrimmage events don't advance teams.                                             | <i>ED-02 Lesson 2.3; Manual p.3</i>             |
| Q11 | C | When behavior repeats or becomes egregious after an ABCs conversation, the next step is the reporting-concerns process and informing the Program Delivery Partner. Official warnings and cards still come only from the Head Referee. | <i>ED-03 Lesson 3.1, Scenario 1; Manual p.8</i> |

|     |   |                                                                                                                                                                                                                                                                                                 |                                                    |
|-----|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| Q12 | C | Holding the public schedule is a team effort. The fix is coordinating with the roles who own the timeline and making sure the updated plan gets communicated.                                                                                                                                   | <i>ED-03 Lesson 3.1, Scenario 2</i>                |
| Q13 | C | Judging integrity depends on not feeding unverified complaints directly into deliberations, so the concern goes through the reporting process and the Program Delivery Partner, and the Judge Advisor can ask for relevant information if needed.                                               | <i>ED-03 Lesson 3.1, Scenario 3; Manual p. 8-9</i> |
| Q14 | B | Match and award results are final and videos aren't reviewed, so the right response pairs empathy with holding that line and directing the person to the correct channel for program feedback.                                                                                                  | <i>ED-03 Lesson 3.1, Scenario 4; Manual p.11</i>   |
| Q15 | C | A prepared reunification plan, using roster or day-of contact information, is what gets a lost child safely back to their team.                                                                                                                                                                 | <i>ED-03 Lesson 3.1, Scenario 5; Manual p.9</i>    |
| Q16 | B | It brings the adult into the conversation, moves to a calmer spot, and stays gracious, putting the ABCs into practice.                                                                                                                                                                          | <i>ED-05 Lesson 5.2</i>                            |
| Q17 | C | It leads with empathy, holds the firm line that results are final and video isn't reviewed, and offers a real next step.                                                                                                                                                                        | <i>ED-05 Lesson 5.2</i>                            |
| Q18 | C | The standard, safe response is "being investigated," with no added opinion, followed by documenting the incident on the Reporting Portal.                                                                                                                                                       | <i>ED-05 Lesson 5.2; Manual p.9-10</i>             |
| Q19 | B | Event volunteers refer medical issues to a medical professional on site, call 911 if there's any question of urgent need, and complete the incident report.                                                                                                                                     | <i>ED-05 Lesson 5.3; Manual p.9-10</i>             |
| Q20 | C | A comment that made a participant feel uncomfortable is a youth-protection concern, reported through the Reporting Portal and to the Program Delivery Partner; a disagreement about how an award was decided is a program concern, routed to customer service or support, not youth protection. | <i>ED-05 Lesson 5.3; Manual p.10-11</i>            |