

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 returning volunteer asks you to describe what the Pit Admin Supervisor is responsible for at an event. Which description fits the role?**
- A. A technical role focused on monitoring robot builds and pit compliance.
 - B. A customer service role focused on collecting and relaying event information, running check-in, and supporting teams.**
 - C. An enforcement role focused on correcting team behavior and issuing warnings.
 - D. A judging support role focused on managing judging panels and awards deliberation.
- Q2. A situation at the Pit Admin table falls outside your pre-event instructions, and you need a decision. Who do you go to?**
- A. The Head Referee, who holds authority over event decisions.
 - B. The Scorekeeper, who supplies most of the documentation you work from.
 - C. The Event Director, your primary contact before and during the event.**
 - D. The Judge Advisor, who coordinates the judging side of the event.
- Q3. A coach asks whether a mechanism on their robot is legal this season. You have read the Competition Manual and believe you know the answer. What do you do?**
- A. Send the coach to the Question Box near the competition field so the Head Referee can rule.**
 - B. Give your answer and suggest the coach confirm it later with an inspector.

- C. Read the relevant rules aloud from the Competition Manual and let the coach decide.
D. Ask the Event Director to rule on the question for you.
- Q4. A mentor asks a question you cannot answer, and four more people are waiting behind them. What is the best response?**
- A. Give your best guess, so the line keeps moving.
B. Tell the mentor to ask someone else who may know.
C. Ask the mentor to come back at the end of the day when the table is quiet.
D. Take a note, tell the mentor when to come back, and find the accurate answer.
- Q5. Two teams ask where to turn in their engineering portfolios. Your pre-event instructions say nothing about portfolio collection. What do you do?**
- A. Collect the portfolios at the table and deliver them to the judging rooms yourself.
B. Confirm the collection process with the Judge Advisor, then tell teams what this event expects.
C. Tell teams to hold their portfolios until a judge asks for them.
D. Ask the Event Director to decide where portfolios should be collected.
- Q6. Two Pit Administrators and a Team Check-in volunteer report to your table on event morning. None of them hold the Pit Admin Supervisor certification. What is your responsibility?**
- A. Send them to the Volunteer Coordinator until they complete the certification.
B. Assign tasks away from check-in until their certification is confirmed.
C. Brief them on the check-in process, where the key documents are, and who to bring questions to.
D. Have them complete the certification on a tablet before the first team arrives.
- Q7. A week before the event you realize you have not completed the FIRST® Data Protection and Privacy Training. What does that mean for your event day?**
- A. Complete the training before the event, because you will handle rosters and consent forms that contain personally identifiable information.**
B. Complete it after the event, since the certification test already covers privacy handling.
C. Ask the Event Director to handle all check-in paperwork so you can skip the training.
D. Complete it only if your event uses paper check-in rather than the electronic system.
- Q8. You arrive for setup and find that the pit announcement speaker does not work and the Judging Schedule is missing from your station. Doors open to teams in 30 minutes. What do you do?**
- A. Set up everything else and raise both issues once check-in slows down.**

- B. Write announcements on a dry erase board and send teams to the judging rooms to ask about their times.
- C. Ask a Pit Administrator to track down both items while you start check-in.
- D. Tell the Event Director about both gaps now, before the first team arrives.**

Q9. Which materials at your station belong in the lockable file box?

- A. The Pit Map and the Public Schedule.
- B. Team rosters and consent and release forms.**
- C. The Match Schedule and the Judging and Inspection Schedules.
- D. The Event Layout and the Walk-on Volunteer Policy.

Q10. A coach arrives at check-in with consent and release forms for seven of their eight students. They are certain the eighth was signed and left at home. The line behind them is growing. What do you do?

- A. Check the team in and note that the last form will arrive later in the day.
- B. Tell the coach the eighth student cannot participate until the form is in hand.
- C. Document the missing form and confirm with the Event Director how to proceed.**
- D. Accept a photo of the signed form sent by a parent as a substitute.

Q11. A volunteer arrives at your table to check in. At your event, the Volunteer Coordinator runs volunteer check-in and Pit Admin does not. What do you do?

- A. Point the volunteer to the Volunteer Coordinator's station, which you confirmed before the event.**
- B. Check the volunteer in yourself so they are not sent across the venue.
- C. Tell the volunteer to find their role's lead and check in there.
- D. Ask the volunteer to wait at your table until the Volunteer Coordinator comes by.

Q12. The event is closing and a jacket in your lost and found has gone unclaimed all day. What do you do with it?

- A. Leave it at the Pit Admin table for venue staff to handle.
- B. Make a final pit announcement and discard it if no one responds.
- C. Hand it to the team pitted closest to where it was found.
- D. Add it to your inventory and give it to the Event Director.**

Q13. A coach reports that a student from another team keeps disrupting neighboring pit spaces and ignores requests to stop. What is your first move?

- A. Speak with the student directly and ask them to stop.
- B. Find an adult responsible for the student's team, move somewhere quieter, explain the specific behavior, and notify the Event Director.**
- C. Log the complaint and keep watching to see whether the behavior continues.
- D. Ask the Head Referee to issue a warning to the team.

Q14. After a difficult interaction with a team, a Judge asks you casually how that team has behaved in the pits today. What do you do?

- A. Share what you observed so the Judges have full context for their evaluation.
- B. Share the positive observations and leave out the difficult interaction.
- C. Keep behavioral observations out of the judging channel and report any real concern to the Event Director.**
- D. Tell the Judge Advisor instead, since the Judge Advisor decides what reaches the Judges.

Q15. A student falls hard near your table and stays down, in visible pain. People nearby are looking to you for direction. What do you do?

- A. Call 911 if there is any question about urgent care, notify the Event Director, and prepare the incident report without providing medical care.**
- B. Go to the student, keep them still, and assess the injury while someone else calls for help.
- C. Ask whether a medical professional is in the crowd and let whoever steps forward take over.
- D. Wait to see whether the student recovers before involving anyone.

Q16. While you collect information for an incident report, a parent and a nearby spectator ask what happened and whether the venue is at fault. What do you say?

- A. Describe what you saw so the account stays accurate.
- B. Explain that the venue carries insurance and that any costs will be covered.
- C. Say nothing at all and walk away to finish the report.
- D. Say that the incident is being investigated and offer no opinion or assessment of fault.**

Q17. A distressed parent reports that their child, a student on a competing team, has been missing for about 20 minutes. What is your first action?

- A. Make a pit announcement describing the child so everyone in the venue can help look.
- B. Stay calm, get the description and last known location, activate the event's lost child plan, and notify the Event Director.**
- C. Leave the table and search the venue with the parent.
- D. Call 911 before gathering any other information.

- Q18. A youth volunteer tells you that an adult spectator has been making comments that leave them feeling unsafe. How do you handle it?**
- A. Treat it as a medical incident and refer the volunteer to the on-site EMT.
 - B. Ask the volunteer to stay away from that part of the venue for the rest of the day.
 - C. Defuse the immediate situation if it is safe to do so, notify the Event Director and Program Delivery Partner, and report it in the FIRST® Reporting Portal.**
 - D. Interview nearby witnesses first and decide afterward whether it warrants a report.
- Q19. Four requests for a pit announcement reach your table at once. Which one belongs on the announcement system?**
- A. The drivers' meeting starts at 10:30 in the bleachers.**
 - B. A reminder that safety glasses are required in the pit area.
 - C. A birthday wish for a student on a competing team.
 - D. Evacuation instructions in case of a fire.
- Q20. A mentor comes to your table upset about an award decision and asks you to have someone review the judges' reasoning. What do you tell them?**
- A. Offer to pass the concern to the Judge Advisor for review.
 - B. Ask the Head Referee to look into the deliberation.
 - C. Offer to file an incident report, so the concern is on record.
 - D. Explain that award results are final and point them to FIRST® customer service for program feedback.**

Answer Key

Question	Correct Response	Explanation	Source
Q1	b	The manual defines Pit Administration as a customer service role that collects and relays information about the event for teams, parents, coaches, mentors, and volunteers. The requirements table rates technical and physical demand as Low and administrative and communication demand as High.	<i>Volunteer Manual pp. 2 to 3; Section 1, Lesson 1.1, Blocks 1 and 2</i>
Q2	B	The Event Director is the Pit Admin Supervisor's primary contact for pre-event duties, in-event decisions, and escalations. When a situation is not covered by your instructions, you confirm with the Event Director rather than improvising.	<i>Volunteer Manual pp. 3 to 4; Section 1, Lesson 1.2, Block 2</i>
Q3	A	The Head Referee is the only person at an event who can give a conclusive answer to a rules question. Teams with rules questions go to the Question Box near the field. Your confidence in the answer does not change where the authority sits.	<i>Volunteer Manual p. 3; Section 1, Lesson 1.2, Block 3; Section 3, Scenario 2</i>

Q4	D	An accurate answer matters more than a fast answer. The manual instructs you to take a note and tell the person when they can come back for an update. That response sets a clear expectation and protects the mentor from acting on wrong information.	<i>Volunteer Manual p. 3; Section 1, Lesson 1.3, Blocks 2 and 6</i>
Q5	B	The manual directs you to work with the Judge Advisor to confirm portfolio collection instructions to share with teams at check-in. Event best practice has teams carry portfolios directly to their interview, but some events collect at check-in, so you confirm rather than assume.	<i>Volunteer Manual p. 3; Section 1, Lesson 1.2, Block 2, Step 4</i>
Q6	C	Only the Pit Admin Supervisor role requires certification. Pit Administrator and Team Check-in volunteers need no pre-event training, which makes the Supervisor responsible for orienting the crew on event day.	<i>Volunteer Manual pp. 2 and 4; Section 1, Lesson 1.1, Block 2 (Tab 3) and Block 4</i>
Q7	A	: Pit Administrators must complete the Data Protection and Privacy Training before serving, because the role handles personally identifiable information at check-in. The pre-event training list marks it Required.	<i>Volunteer Manual pp. 2 to 4; Section 2, Lesson 2.1, Block 2</i>
Q8	D	Setup includes verifying your documentation and confirming that the announcement system works. Anything missing or broken goes to the Event Director before the first team arrives, because a missing Judging Schedule is easy to locate during setup and much harder to solve mid check-in.	<i>Volunteer Manual pp. 4 to 5; Section 2, Lesson 2.2, Block 2, Steps 4 and 6; Section 5, Lesson 5.1, Block 3</i>
Q9	B	Team rosters and consent forms contain personally identifiable information, and the manual requires storing such documents in a secure location at Pit Admin. A locking file box is the common solution, and the requirement holds throughout the event.	<i>Volunteer Manual pp. 4 and 7; Section 2, Lesson 2.3, Block 3</i>
Q10	C	Missing documentation at check-in gets flagged and escalated. The manual directs you to confirm with the Event Director what to check and what to do when a team is missing forms. Document the gap accurately and let the Event Director make the call.	<i>Volunteer Manual p. 7; Section 2, Lesson 2.5, Block 5; Section 3, Scenario 1</i>
Q11	A	Responsibility for volunteer check-in varies by event. When it does not sit with you, the manual instructs you to confirm in advance what to tell volunteers who come to you first, so the redirect is ready and specific.	<i>Volunteer Manual p. 7; Section 2, Lesson 2.4, Blocks 1 and 2</i>
Q12	D	Lost and found lives at Pit Admin throughout the day. You take inventory of what came in, try to match items against lost item forms, and hand anything unclaimed to the Event Director at the end of the day.	<i>Volunteer Manual p. 11; Section 2, Lesson 2.5, Block 2, Nodes 2 and 5</i>
Q13	B	The ABCs of Managing Team Behaviors start with Ask for an Adult. Never reprimand a student one on one without an adult from their team present. Then Be aware of the Environment, offer a Clear explanation, discuss any questions, and explain next steps. Notify the Event Director as well.	<i>Volunteer Manual pp. 5 to 6; Section 3, Scenario 3; Section 5, Lesson 5.4, Block 3</i>

Q14	C	The manual directs volunteers not to pass negative feedback about teams to Judges, because no one at the table knows all the contributing factors behind an observation. Repeated or egregious issues follow the non-medical incident reporting process and go to the Event Director.	<i>Volunteer Manual p. 6; Section 5, Lesson 5.4, Block 3</i>
Q15	A	Event volunteers do not diagnose injuries, hand out medication, or provide first aid. The manual sequence is to call 911 if there is any question whether urgent medical attention is needed, respond to the scene with something to document on, and complete the incident report on the FIRST® Reporting Portal.	<i>Volunteer Manual p. 8; Section 3, Scenario 4</i>
Q16	D	Be Concise means saying “the incident is being investigated” with no further comment in every conversation with the injured, witnesses, spectators, and media. Be Risk Conscious means avoiding any implication of liability or payment before the facts are collected.	<i>Volunteer Manual p. 8; Section 5, Lesson 5.4, Block 2 (Tab 2)</i>
Q17	B	Have a lost child plan in place before the event and coordinate it with your Program Delivery Partner. Roster coach numbers or day-of contact numbers collected at check-in help reunite team members quickly. Notify the Event Director immediately and stay with the parent while you coordinate.	<i>Volunteer Manual pp. 7 to 8; Section 3, Scenario 5; Section 5, Lesson 5.3, Block 6</i>
Q18	C	Anything that makes a youth volunteer, team member, or spectator feel uncomfortable or threatened is a Youth Protection concern. Speak with the offending party if you feel safe doing so, inform the Event Director and Program Delivery Partner, seek assistance as needed, and report it in a timely way through the Reporting Portal.	<i>Volunteer Manual p. 9; Section 5, Lesson 5.4, Block 2 (Tab 1)</i>
Q19	A	Quality announcements are timely, short, and actionable, and they carry information most participants need. The manual uses this exact example as a model for a high-quality announcement.	<i>Volunteer Manual p. 10; Section 5, Lesson 5.2, Block 2</i>
Q20	D	Concerns about game play, rule changes, awards, and event management are program related, not youth protection issues. Match results and award results are final. The correct channel is customerservice@firstinspires.org or FIRST® support.	<i>Volunteer Manual p. 9; Section 5, Lesson 5.4, Block 4</i>