

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.** You have agreed to serve as Volunteer Coordinator for a Qualifier. The Program Delivery Partner mentions that your region also uses a Volunteer Administrator who handles assignments in the Volunteer Management System. You are not sure which parts of the Volunteer Coordinator scope are yours for this event.
- A. Take on the full scope described in the Volunteer Coordinator Volunteer Manual, including the assignments, so nothing gets missed.
 - B. Check with the Event Director or Program Delivery Partner to confirm the specific responsibilities you are expected to perform.**
 - C. Work out a split with the Volunteer Administrator directly, then tell the Event Director what you decided.
 - D. Wait until volunteers start applying, then pick up whatever tasks nobody else has claimed.
- Q2.** The event is five months away. You are new to the region and have no volunteer list of your own. Before you post anything publicly or email community groups, what is your first move?
- A. Post the open roles on social media so applications start arriving early.
 - B. Email every professional organization listed in Appendix A of the manual.
 - C. Consult the Event Director, Program Delivery Partner, or planning committee to learn which volunteers are already committed and whether the region has an established volunteer pool.**
 - D. Wait for the Volunteer Registration System to show applications, then recruit for whatever roles remain empty.
- Q3.** Applications are open and you can give sustained attention to only a few roles at a time. Which roles do you staff first, and on what reasoning?

- A. The roles with the most open slots, since volume takes the longest to fill.
- B. Key Volunteer roles such as Head Referee, Judge Advisor, and Lead Scorekeeper, because they require training and certification, they can help recruit the volunteers who report to them, and some of them help select those volunteers.**
- C. Referees and Judges, since an event needs many of both and they are the most crucial roles.
- D. Field Resetters and Queuers, because they need no certification and fill without a wait.

Q4. A volunteer signs up and tells you they can give only about three hours on event day. Every role you posted covers the full day.

- A. Thank them and ask them to apply for a future event when they can commit to a full day.
- B. Hold them on a standby list and contact them only if an assigned volunteer cancels.
- C. Assign them to a full-day role and hope they can stay longer once they are enjoying themselves.
- D. Tell them the event runs a full day, then look for a position that does not require the whole day or use them to give other volunteers breaks.**

Q5. You track your volunteers in a shared spreadsheet: contact details, screening status, role preferences, and confirmations. It works well for you and the Event Director likes the format. Which task can that spreadsheet not stand in for?

- A. Giving the Event Director a running volunteer headcount.
- B. Building your distribution list for pre-event communications.
- C. Assigning volunteers to their roles and validating that Youth Protection Screening is complete.**
- D. Tracking which volunteers have confirmed they are coming.

Q6. Three weeks before the event, your weekly Volunteer Management System review shows that a Referee you assigned has not completed Youth Protection Screening.

- A. Ask the Event Director to contact the volunteer and walk them through the screening process.
- B. Email the volunteer today with the Volunteer Screening Guide, set a clear deadline, note the deadline in VMS, and follow up if it passes.**
- C. Wait until the week of the event. If screening is still incomplete then, ask the Event Director to find a replacement.
- D. Remove the volunteer from the assignment now and start recruiting a replacement Referee.

Q7. On event day, an adult you do not recognize arrives at the volunteer check-in table. They say they heard the event could use help and offer to work anywhere. They are not on your roster, have no Youth Protection Screening on file, and have no training for any role.

- A. Place them somewhere non-technical in the pit where other volunteers can keep an eye on things.
- B. Tell them the event cannot use unregistered volunteers and point them to the next event in the region.**

C. Welcome them, explain that registration and Youth Protection Screening come before an assigned role, and contact the Program Delivery Partner for this event's walk-on procedure.

D. Ask a Key Volunteer whether they could use an extra pair of hands in their area.

Q8. Two weeks out, a volunteer assigned to a role that requires certification still shows training incomplete in VMS.

A. Contact the volunteer, name the training that is missing, point them to the FIRST Learning System, set a deadline, and follow up.

B. Ask the Key Volunteer who oversees that area to waive the requirement, since finding a replacement this close would be harder.

C. Remove the volunteer from the assignment in VMS so the role shows as open again.

D. Note the gap and check the volunteer's status again at check-in on event day.

Q9. Three weeks before the event, a Judge who has served at your events for several seasons emails you. Their adult child recently started coaching a rookie team in your region. That team is not registered for your event yet, but it may qualify before the deadline. The volunteer writes that they wanted to be transparent.

A. Thank them, note the disclosure in VMS, and talk with the Judge Advisor before you finalize the assignment.

B. Thank them and explain that with the team unregistered there is likely nothing to worry about. Revisit closer to the event.

C. Thank them and remove them from the judging roster so the risk disappears.

D. Ask them to complete the Conflict of Interest and Disclosure form, then finalize the assignment once the form comes back.

Q10. A Referee candidate's VMS record is clean: screening complete, training complete, Referee listed as their first preference. In conversation you learn that their sibling coaches a team registered for the event.

A. Finalize the assignment. A sibling relationship does not disqualify anyone on its own.

B. Move them to a role away from the competition floor so the conflict never comes up.

C. Finalize the assignment and mention the relationship to the Head Referee at the morning referee meeting.

D. Contact the Head Referee, describe the relationship, and finalize only after that conversation.

Q11. You are the Volunteer Coordinator for an upcoming event. Your spouse coaches a team that is registered to compete.

A. Step down from the role. The relationship is too close to manage from a position that touches every assignment.

- B. Ask the Event Director to make all volunteer assignment decisions so you stay uninvolved.
- C. Serve as planned and avoid any decision that could affect your spouse's team.
- D. Complete the Conflict of Interest and Disclosure form, tell the Event Director, and let event leadership decide how to proceed.**

Q12. Assignments are final and the event is ten days away. What standard should your pre-event communication meet?

- A. One thorough message sent the day before, so every detail is current.
- B. Skip written communication and answer questions as volunteers send them.
- C. One thorough message a month out, since anything closer may still change.
- D. At least two messages, with the volunteer holding the full set of details at least a week before the event.**

Q13. Your draft first communication to assigned volunteers includes: the role they are assigned to, their reporting time and expected work hours, the overall event schedule, role expectations including dress code, parking information, and check-in requirements. Two required elements are still missing.

- A. The venue map and volunteer meal options.**
- B. The full game rules and a summary of scoring for the season.
- C. A copy of the volunteer's own record from the Volunteer Management System.
- D. The match schedule and the judging schedule.

Q14. You are coordinating volunteer meals for a Qualifier that will run roughly twelve hours.

- A. Order breakfast and lunch yourself and submit the receipts to the Program Delivery Partner afterward.
- B. Email volunteers asking them to reply with allergies, then forward the replies to whoever is catering.
- C. Download the food restriction report from VMS, then work with the Event Director and Program Delivery Partner on headcount, ordering process, and accommodations.**
- D. Provide one meal and let volunteers leave the venue for the other.

Q15. A first-time volunteer checks in, then tells you they are not confident they can handle the role they were assigned. Doors have opened and the morning is underway.

- A. Reassign them on the spot to something simpler.
- B. Reassure them that they will be fine and send them to their post.
- C. Introduce them to the Key Volunteer who oversees that area and ask whether they can shadow an experienced volunteer to build confidence.**
- D. Ask them to try the role for an hour and come find you if it still is not working.

- Q16. A coach finds you between matches, says the Head Referee made an incorrect call, and asks you to help sort it out.**
- A. Hear the coach out, then raise the call with the Head Referee on their behalf.
 - B. Acknowledge the concern, tell the coach that the Head Referee is the person to talk with, and help them find that person.**
 - C. Explain that match results are final and that video is not reviewed.
 - D. Write the complaint down and hand it to the Event Director after the event.
- Q17. You watch a student from a competing team park their team's cart across a walkway for the third time this morning, after two friendly reminders. The behavior needs a real conversation.**
- A. Take the student aside somewhere quieter and explain the problem one-on-one.
 - B. Ask the student to bring an adult responsible for their team to meet you before you discuss the concern.**
 - C. Report the student to the Head Referee so a yellow card can be considered.
 - D. Tell the Judge Advisor, so the judges know about the team's conduct.
- Q18. A volunteer trips near the volunteer lounge and sits holding their wrist in obvious pain.**
- A. Bring the first aid kit from the check-in table and help them wrap the wrist.
 - B. Assess whether the wrist is broken, then decide whether the situation warrants a 911 call.
 - C. Get them to the on-site medical support such as an EMT, alert the Event Director, and let the Event Director, Pit Administrator, or another trained delegate complete the incident report.**
 - D. Settle them somewhere comfortable and check back once volunteer check-in closes.
- Q19. A volunteer tells you that another volunteer made comments to a youth volunteer that left the youth visibly uncomfortable.**
- A. Interview both volunteers to establish what happened before you decide whether to report it.
 - B. If you can do so safely, calmly defuse the immediate situation, inform the Event Director and Program Delivery Partner, and file a report through the FIRST Reporting Portal.**
 - C. Make a note and watch for a repeat before involving anyone else.
 - D. Send the account to customerservice@firstinspires.org as a program concern.
- Q20. During breakdown, a volunteer who staffed your check-in table all day asks to keep the printed volunteer roster. They met people they enjoyed working with and want to stay in touch.**
- A. Let them keep it. They earned your trust over a full day and the contacts help build the volunteer community.
 - B. Offer a compromise and let them photograph the roster instead of taking the paper copy.
 - C. Check with the Event Director and let the volunteer keep it if the Event Director agrees.

D. Thank them, decline, collect the roster, and dispose of it with the rest of the printed volunteer data per the Event Director's direction.

Answer Key

Question	Correct Response	Explanation	Source
Q1	B	The manual states that splitting the role across several people is common in FIRST Tech Challenge regions, and closes the section with a direct instruction: "Please check with the Event Director or PDP to confirm the specific responsibilities you will be expected to perform in this role."	<i>Manual, Roles and Responsibilities; Section 1, Lesson 1.1</i>
Q2	C	The manual calls this the starting point: "Volunteer Coordinators should consult with the Event Director, or other members of the planning committee, to get a preliminary headcount on volunteers. Asking questions like 'Are there volunteers already committed to this event,' or 'is there a volunteer pool we usually work with,' is the best place to start the recruitment process."	<i>Manual, Recruit Volunteers to Staff an Event; Section 2, Lesson 2.1</i>
Q3	B	The manual gives three reasons for prioritizing Key Volunteers: training ("These positions require training and, in many cases, certification. The earlier these roles are assigned, the sooner the training can be completed"), recruitment ("Lead volunteers may also be able to help with recruiting volunteers for other roles"), and selection ("Some Key Volunteer roles, such as Head Referee and Judge Advisor, may participate in the final volunteer selection for the roles they oversee").	<i>Manual, Determine Who the Key Volunteers Are; Section 2, Lesson 2.1</i>
Q4	D	The manual addresses this directly: "Volunteer Coordinators should communicate that the event is a full day but should not turn away those who can only commit a few hours. Some positions may not require a full day, so these volunteers can assist with non-technical tasks, like giving breaks to others."	<i>Manual, How to Determine if a Volunteer is a Good Fit</i>

Q5	C	The manual permits side tools and then draws a hard line: "While other tools can be used on top of VMS to manage volunteers (such as Excel), VMS must be used to assign volunteers and validate the completion of the YPP Screening."	<i>Manual, Understanding the Volunteer Management System; Section 5, Lesson 5.4</i>
Q6	B	The manual assigns this outreach to the Volunteer Coordinator: "If a volunteer has not yet completed the Youth Protection Screening, the Volunteer Coordinator should contact the volunteer to provide guidance on this process," and names the Volunteer Screening Guide and the Volunteer Registration User Guide as the resources to send. Section 3, Scenario 1 adds the deadline, the VMS note, and the follow-up commitment.	<i>Manual, Confirm Volunteers have Completed Youth Protection Screening; Section 3, Scenario 1</i>
Q7	C	The manual states that volunteers without completed screening "will be treated as 'walk-on' volunteers with limited role assignment on the day of the event. For more information about walk-on volunteers, please talk to your Program Delivery Partner." The decision belongs to the Program Delivery Partner's procedure, and your job is to be warm about it while you find out what that procedure says.	<i>Manual, Understanding Volunteer Registration; Section 3, Scenario 3</i>
Q8	A	The manual requires the Volunteer Coordinator to confirm training completion before assignment and lists the roles that carry a training course and a certification test. Section 2 of the build guide sets out the same response used for screening gaps: name the gap, provide the resource, set a deadline, follow up, and tell the Event Director only if the deadline passes.	<i>Manual, Training and Certification by Role; Section 2, Lesson 2.6</i>
Q9	A	Appendix B instructs the Volunteer Coordinator to "Tell the Judge Advisor and Head Referee about volunteers in their reporting lines that have a real or perceived conflict of interest." The assessment of whether the relationship is workable belongs to the Judge Advisor, and Section 3, Scenario 2 tests this exact instinct trap.	<i>Manual, Appendix B; Section 3, Scenario 2</i>

Q10	D	Appendix B lists "Parent or Relative of a team" as a Conflict of Interest scenario and directs the Volunteer Coordinator to discuss real or perceived conflicts with the Head Referee for volunteers in the referee reporting line. The manual also tells you to avoid assigning a volunteer where their decisions could change the result of the day, which is the Head Referee's call to make here.	<i>Manual, Appendix B; Section 2, Lesson 2.6</i>
Q11	D	The manual states that "All listed volunteer roles will be asked to disclose any potential Conflicts of Interest, and to complete the Conflict of Interest and Disclosure form," and Volunteer Coordinator is one of the Key Volunteer roles on that list. Section 1 of the build guide adds that you complete the form yourself rather than only tracking other volunteers' compliance.	<i>Manual, Managing Conflicts of Interest; Section 1, Lesson 1.5</i>
Q12	D	The manual sets both the deadline and the count: "It is important to provide this information to the volunteer at least a week ahead of the event they are assigned to," and "We recommend sending out at least two pieces of communication ahead of the event to volunteers regarding schedule and other relevant information. Multiple communications ahead of an event can help avoid issues like volunteers missing the initial email communication."	<i>Manual, Pre-event Volunteer Communications</i>
Q13	A	The manual's list of what a volunteer needs before the event has eight items: role assignment, expected work hours and reporting times, overall event schedule, role expectations, parking information, venue map, check in requirements, and volunteer meal options. The venue map and meal options are the two the draft is missing.	<i>Manual, Pre-event Volunteer Communications; Section 2, Lesson 2.3</i>

Q14	C	The manual puts the ordering process in leadership's hands and your input alongside it: "Volunteer Coordinators should consult with leadership to determine the process for ordering food, provide insight on volunteer food restrictions, and the number of volunteers that meals need to be purchased for." It also names the tool: "Within VMS there is an option to download a report of volunteer food restrictions."	<i>Manual, Volunteer Meals; Section 5, Lesson 5.4</i>
Q15	C	The manual prescribes this response: "If the volunteer expresses concern about their ability to fill a role introduce them to the key volunteer responsible for the assigned area and ask if it is possible for the concerned volunteer to 'shadow' an experienced volunteer to help gain confidence."	<i>Manual, Managing Volunteers who are Unsatisfied in their Role</i>
Q16	B	The manual reserves this authority: "the only person at an event who can give an official warning or issue a yellow/red card is the Head Referee. Please refer more severe issues to the Head Referee." Section 5's decision guide routes rule and field ruling questions to the Head Referee and states that the Volunteer Coordinator is not the resource for rule interpretation.	<i>Manual, Team Interaction and Support; Section 5, Lesson 5.3</i>
Q17	B	The ABCs of Managing Team Behaviors open with this rule: "Do not directly reprimand a student one-on-one without an adult from their team present. Ask the student to bring an adult who is responsible for the team to meet you, before moving forward with any discussion about the concerns at hand."	<i>Manual, The ABCs of Managing Team Behaviors</i>
Q18	C	The manual is explicit about the boundary: "Event volunteers are not responsible for diagnosing student injuries, handing out medication, or first aid equipment. You and other event volunteers should refer medical issues and emergencies to a medical professional on site, such as an EMT." It also assigns the paperwork: "The Event Director or Pit Administration volunteers are responsible for completing incident reports."	<i>Manual, Medical Incident Reporting</i>

Q19	B	The manual's Youth Protection Reporting guidance covers all three parts: "As appropriate and if you feel safe doing so, speak directly with the offending party and try to quickly and calmly defuse the immediate issue. Call the Event Director and/or the Program Delivery Partner and inform them of the issue," and "Ensure all issues are reported in a timely manner using the FIRST Reporting Portal."	<i>Manual, Youth Protection Reporting; Section 5, Lesson 5.3</i>
Q20	D	The manual's End of the Day instruction covers this: "be sure to dispose of any Personal Identifiable Information data properly with direction from event leadership." The roster carries names and contact details, and the manual requires Volunteer Coordinators handling volunteer personally identifiable information to abide by the FIRST Privacy Policy.	<i>Manual, End of the Day; Section 3, Scenario 5</i>