
INTAKE/INTERVIEW & QUALITY REVIEW TRAINING



**Wage &
Investment**



THE OBJECTIVES OF THIS TRAINING

At the end of this lesson you will be able to describe:

- The purpose of following a consistent intake/interview and quality review process.
- The different sections of Form 13614-C, Intake/Interview & Quality Review Sheet.
- The basic steps of a complete intake process.
- The basic steps of a complete interview process.
- The basic steps of a complete quality review process.



INTRODUCTION

Taxpayers using services offered through the Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs should be confident they receive quality service. This includes having an accurate tax return prepared.

A basic component of preparing an accurate return begins with explaining the tax preparation process, completing all questions on Form 13614-C, listening to the taxpayer, and asking the right questions.

Form 13614-C, Intake/Interview & Quality Review Sheet, is a tool designed to help ensure taxpayers are given the opportunity to provide all needed information before their tax return is prepared. When used properly, this form effectively contributes to accurate tax return preparation.

THE PURPOSE OF THIS TRAINING

The Internal Revenue Service (IRS) continues to emphasize the positive correlation between the proper use of the intake/interview and quality review process and the preparation of an accurate tax return.

IRS oversight reviews indicate consistent use of complete intake, interview, and quality review processes results in more accurate returns. When properly used, the accuracy of VITA/TCE returns has increased.

Per Quality Site Requirement #2, it is mandatory that Form 13614-C is completed for each tax return prepared. Volunteers who refuse to prepare returns without following the intake/interview process are in violation of the Volunteer Standards of Conduct.

Our data shows that, in most cases, Form 13614-C is available at all sites and taxpayers are completing the form. However, there are still challenges with certified volunteer preparers not using this tool during the interview and quality review processes.

This training is designed to encourage all volunteers to follow a thorough and consistent intake/interview and quality review process.



MATERIALS

Form 13614-C, Intake/Interview & Quality Review Sheet

Form 14446, Virtual VITA/TCE Taxpayer Consent

Publication 4012, VITA/TCE Volunteer Resource Guide

- Find Form 13614-C Job Aid for Volunteers in Publication 4012, VITA/TCE Volunteer Resource Guide.

Publication 17, Your Federal Income Tax (For Individuals)

Publication 5299, VITA/TCE Quality Review Refresher

Publication 5310, VITA/TCE Tax Return Quality Review Job Aid

Publication 5353, Fact Sheet: Intake/Interview & Quality Review Policy for SPEC Partners and Employees

THE INTAKE PROCESS: COMPLETING FORM 13614-C

Methods for completing Form 13614-C may vary from site to site. In most cases, the taxpayer completes pages 1 through 3 of Form 13614-C before meeting with a tax preparer. The preparer then discusses the information the taxpayer provided.

Some sites prefer that volunteer tax preparers complete the intake form with the taxpayer while conducting an interview.

At all sites, volunteers will complete the form with the taxpayer if assistance is required. No matter what method used, all questions on Form 13614-C must be answered.

All taxpayers at Virtual VITA sites also need to complete Form 14446 Virtual VITA/TCE Taxpayer Consent to give consent for the site to prepare the return using the method(s) outlined in the form. Both spouses need to sign this form if married filing jointly.

Note: Form 13614-C is printed in English and Spanish. The form is also available in additional languages for download at [IRS.gov](https://www.irs.gov).

THE INTAKE PROCESS: VERIFYING IDENTITY

Identity theft continues to be a nationwide problem. The interview should begin by requiring a photo identification (ID) to verify the identity of the taxpayer and spouse on the tax return.

Exceptions for requiring a photo ID should only be made under extreme circumstances and for taxpayers known to the site after being approved by the coordinator.

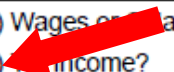
For more information, please refer to [Publication 4299](#), Privacy, Confidentiality and Civil Rights - A Public Trust.

THE INTAKE PROCESS: RETURN AND VOLUNTEER CERTIFICATION LEVELS

The site must have a process to ensure the return is within scope of the VITA/TCE program and to identify the certification level needed for the tax return. The site must also have a process to ensure volunteers have the certification needed for the returns they prepare.

Form 13614-C includes certification levels as shown:

- (B) for Basic
- (A) for Advanced
- (M) for Military

Check appropriate box for each question in each section			
Yes	No	Unsure	Part III – Income – Last Year, Did You (or Your Spouse) Receive
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1. (B) Wages or salary? (Form W-2) If yes, how many jobs did you have last year? <input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2. (A)  Income?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3. (B) Scholarships? (Forms W-2, 1098-T)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4. (B) Interest/Dividends from: checking/savings accounts, bonds, CDs, brokerage? (Forms 1099-INT, 1099-DIV)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5. (B) Refund of state/local income taxes? (Form 1099-G)



THE INTERVIEW PROCESS

Do not begin entering taxpayer information into the software until you have completed a thorough interview with the taxpayer because you may find during the interview process:

- The tax return is above your certification level
- The tax return is outside the scope of the VITA/TCE program
- The taxpayer does not have all needed information or documentation

Discovering these things before starting a return will save your time, the taxpayer's time, and will avoid frustration.

THE INTERVIEW PROCESS: CLARIFYING QUESTIONS

You should update or correct the intake sheet with any changes identified during the interview with the taxpayer.

This review and discussion is a great opportunity to engage the taxpayer in a conversation. Make sure the taxpayer understands all the questions and that you understand all their answers.

Clarifying information while reviewing Form 13614-C during the interview is a very effective way to gather all needed information.

For example:

"You marked that no one else lived in your home. Is that correct?"

"Is your pension your only source of income?"

THE INTERVIEW PROCESS: CONFLICTING INFORMATION

Be alert for conflicting information. Sometimes an entry on one part will raise a question on another part of Form 13614-C.

For example:

"I see that you and your husband both worked, yet you did not indicate you paid any childcare expenses for your 3-year-old son."

"I see that you are over the age of 65, but you did not indicate that you received Social Security benefits."

"I see that you answered "No" to the question 'Can anyone claim you on their tax return?' But since you're a student living with you parents, I'm wondering if they can claim you?"



THE INTERVIEW PROCESS: FORM 13614-C PART I - YOUR PERSONAL INFORMATION

Verify that the information in Part I is correct and complete. Ensure that the names match the social security documents.

Form 13614-C (October 2022)		Department of the Treasury - Internal Revenue Service Intake/Interview & Quality Review Sheet				OMB Number 1545-1964		
You will need: <ul style="list-style-type: none">• Tax Information such as Forms W-2, 1099, 1098, 1095.• Social security cards or ITIN letters for all persons on your tax return.• Picture ID (such as valid driver's license) for you and your spouse.				<ul style="list-style-type: none">• Please complete pages 1-4 of this form.• You are responsible for the information on your return. Please provide complete and accurate information.• If you have questions, please ask the IRS-certified volunteer preparer.				
Volunteers are trained to provide high quality service and uphold the highest ethical standards. To report unethical behavior to the IRS, email us at wi.voltax@irs.gov								
Part I – Your Personal Information (If you are filing a joint return, enter your names in the same order as last year's return)								
1. Your first name		M.I.	Last name		Best contact number		Are you a U.S. citizen? <input type="checkbox"/> Yes <input type="checkbox"/> No	
2. Your spouse's first name		M.I.	Last name		Best contact number		Is your spouse a U.S. citizen? <input type="checkbox"/> Yes <input type="checkbox"/> No	
3. Mailing address				Apt #	City		State	ZIP code
4. Your Date of Birth		5. Your job title		6. Last year, were you:		a. Full-time student <input type="checkbox"/> Yes <input type="checkbox"/> No		
				b. Totally and permanently disabled <input type="checkbox"/> Yes <input type="checkbox"/> No		c. Legally blind <input type="checkbox"/> Yes <input type="checkbox"/> No		
7. Your spouse's Date of Birth		8. Your spouse's job title		9. Last year, was your spouse:		a. Full-time student <input type="checkbox"/> Yes <input type="checkbox"/> No		
				b. Totally and permanently disabled <input type="checkbox"/> Yes <input type="checkbox"/> No		c. Legally blind <input type="checkbox"/> Yes <input type="checkbox"/> No		

Note: If the taxpayer indicates that they are not a U.S. citizen, use the flow chart in Publication 4012 to verify that you are certified to prepare their return.




THE INTERVIEW PROCESS: FORM 13614-C PART I - YOUR PERSONAL INFORMATION

Information in Part I impacts many tax law determinations.

For example, when a taxpayer is a “full-time student” it may impact multiple tax law issues such as:

- Child and Dependent Care Credit
- Retirement Savings Contributions Credit
- Education Credits
- Whether the taxpayer can be claimed as a dependent

9. Last year, was your spouse:	a. Full-time student	<input type="checkbox"/> Yes	<input type="checkbox"/> No
b. Totally and permanently disabled	c. Legally blind	<input type="checkbox"/> Yes	<input type="checkbox"/> No



Note: Use Publication 17 Your Federal Income Tax to verify that the taxpayer meets the “full-time student” requirement.




THE INTERVIEW PROCESS: FORM 13614-C PART 1

The fact that the taxpayer is “totally and permanently disabled” or “legally blind” may affect multiple tax law issues such as:

- Whether the taxpayer can be claimed as a dependent
- Pension taxability

9. Last year, was your spouse:	a. Full-time student	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
b. Totally and permanently disabled	<input type="checkbox"/> Yes	<input type="checkbox"/> No	c. Legally blind	<input type="checkbox"/> Yes	<input type="checkbox"/> No

A red arrow points from the bottom left towards the checkbox for line 9b, "Totally and permanently disabled".

Note: Verify the taxpayer meets the requirements for “totally and permanently disabled” or “legally blind” as defined in Publication 17.



THE INTERVIEW PROCESS: FORM 13614-C PART II - MARITAL STATUS AND HOUSEHOLD INFORMATION

Information in this section will help you make determinations about:

- Filing Status
- Dependents
- Various credits and deductions

1. As of December 31, 2022, what was your marital status?		<input type="checkbox"/> Never Married	(This includes registered domestic partnerships, civil unions, or other formal relationships under state law)										
		<input type="checkbox"/> Married	a. If Yes, Did you get married in 2022? <input type="checkbox"/> Yes <input type="checkbox"/> No										
			b. Did you live with your spouse during any part of the last six months of 2022? <input type="checkbox"/> Yes <input type="checkbox"/> No										
		<input type="checkbox"/> Divorced	Date of final decree										
		<input type="checkbox"/> Legally Separated	Date of separate maintenance decree										
		<input type="checkbox"/> Widowed	Year of spouse's death										
2. List the names below of: • everyone who lived with you last year (other than your spouse) • anyone you supported but did not live with you last year													
If additional space is needed check here <input type="checkbox"/> and list on page 3													
To be completed by a Certified Volunteer Preparer													
Name (first, last) Do not enter your name or spouse's name below	Date of Birth (mm/dd/yy)	Relationship to you (for example: son, daughter, parent, none, etc)	Number of months lived in your home last year	US Citizen (yes/no)	Resident of US, Canada, or Mexico last year (yes/no)	Single or Married as of 12/31/22 (S/M)	Full-time Student last year (yes/no)	Totally and Permanently Disabled (yes/no)	Is this person a qualifying child/relative of any other person? (yes/no)	Did this person provide more than 50% of his/her own support? (yes/no/n/a)	Did this person have less than \$4,400 of income? (yes,no,n/a)	Did the taxpayer(s) provide more than 50% of support for this person? (yes/no/n/a)	Did the taxpayer(s) pay more than half the cost of maintaining a home for this person? (yes/no)
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)					

Note: Many taxpayers think they should only list "dependents." Be sure to discuss this section with the taxpayer.

THE INTERVIEW PROCESS: FORM 13614-C PAGE 2 – OVERVIEW

A critical part of the interview process is to make sure all the questions on page 2 of Form 13614-C are complete. The taxpayer may have left a question unanswered or marked the question **"Unsure"** because they did not understand it.

Check appropriate box for each question in each section		
Yes	No	Unsure
Part III – Income – Last Year, Did You (or Your Spouse) Receive		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

1. (B) Wages or Salary? (Form W-2) If yes, how many jobs did you have last year?

2. (A) Tip Income?

3. (B) Scholarships? (Forms W-2, 1098-T)

These questions should be discussed with the taxpayer to determine the correct **"Yes"** or **"No"** response and recorded on the form prior to beginning the tax return preparation.

THE INTERVIEW PROCESS: FORM 13614-C PAGE 2 - PART III INCOME

Taxpayers are asked about income received and should check the appropriate line item “Yes”, “No” or “Unsure”.

Each income item includes the type of forms used to report the income (in parenthesis). As you discuss each of the questions, ensure that the answers agree with the documents provided by the taxpayer.

Update Form 13614-C with any changes from the taxpayer’s original answers.

Check appropriate box for each question in each section			
Yes	No	Unsure	Part III – Income – Last Year, Did You (or Your Spouse) Receive
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1. (B) Wages or Salary? (Form W-2) If yes, how many jobs did you have last year? <input type="text"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2. (A) Tip Income?
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	3. (B) Scholarships? (Forms W-2, 1098-T)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4. (B) Interest/Dividends from: checking/savings accounts, bonds, CDs, brokerage? (Forms 1099-INT, 1099-DIV)

THE INTERVIEW PROCESS: FORM 13614-C PART III – INCOME

You must conduct an extensive interview to ensure that taxpayers who are self-employed are reporting all income including cash payments received for work performed.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7. (A) Self-Employment income? (Forms 1099-MISC, 1099-NEC, 1099-K, cash, digital assets, or other property or services)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8. (A) Cash/check/digital assets, or other property or services for any work performed not reported on Forms W-2 or 1099?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9. (A) Income (or loss) from the sale or exchange of stocks, bonds, digital assets or real estate? (including your home) (Forms 1099-S, 1099-B)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10. (B) Disability income? (such as payments from insurance, or workers compensation) (Forms 1099-R, W-2)

Note: You should always verify the taxpayer has provided all the necessary source documents and information.

THE INTERVIEW PROCESS: FORM 13614-C PAGE 2 – PART III INCOME

It is necessary to ask clarifying questions, even if all the questions on Form 13614-C have been answered.

For example, the taxpayer checks “Yes” to the question “Retirement income or payments from pensions, annuities, and or IRA? (Form 1099-R). If they have given you a Form 1099-R from an IRA distribution, you should then ask, “Is this your only distribution?”

At that point, you may find the taxpayer left a Form 1099-R at home and will have to return with it before the return can be prepared.

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	10. (B) Disability income? (such as payments from insurance, or workers compensation) (Forms 1099-R, W-2)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11. (A) Retirement income or payments from pensions, annuities, and or IRA? (Form 1099-R)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	12. (B) Unemployment Compensation? (Form 1099-G)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	13. (B) Social Security or Railroad Retirement Benefits? (Forms SSA-1099, RRB-1099)

THE INTERVIEW PROCESS: FORM 13614-C

PART IV – EXPENSES

Questions in this section help alert you to expenses paid by the taxpayer that may affect their return.

Yes	No	Unsure	Part IV – Expenses – Last Year, Did You (or Your Spouse) Pay
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1. (B) Alimony or separate maintenance payments? If yes, do you have the recipient's SSN? <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2. Contributions or repayments to a retirement account? <input type="checkbox"/> IRA (A) <input type="checkbox"/> Roth IRA (B) <input type="checkbox"/> 401K (B) <input type="checkbox"/> Other
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3. (B) College or post secondary educational expenses for yourself, spouse or dependents? (Form 1098-T)
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	4. Any of the following? <input type="checkbox"/> (A) Medical & Dental (including insurance premiums) <input type="checkbox"/> (A) Mortgage Interest (Form 1098) <input type="checkbox"/> (A) Taxes (State, Real Estate, Personal Property, Sales) <input type="checkbox"/> (B) Charitable Contributions
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5. (B) Child or dependent care expenses such as daycare?
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	6. (B) For supplies used as an eligible educator such as a teacher, teacher's aide, counselor, etc.?
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	7. (A) Expenses related to self-employment income or any other income you received?

The fact that a taxpayer had an expense is not the only consideration for a tax deduction or credit.

You will need to use your reference materials to determine eligibility for deductions and credits and take into consideration the most advantageous position for the taxpayer.

THE INTERVIEW PROCESS: FORM 13614-C PART V – LIFE EVENTS

The Life Events section asks numerous questions that relate to the calculation of tax and the processing of the return.

Yes	No	Unsure	Part V – Life Events – Last Year, Did You (or Your Spouse)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1. (A) Have a Health Savings Account? (Forms 5498-SA, 1099-SA, W-2 with code W in box 12)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2. (A) Have credit card, student loan or mortgage debt cancelled/forgiven by a lender or have a home foreclosure? (Forms 1099-C, 1099-A)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3. (A) Adopt a child?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4. (B) Have Earned Income Credit, Child Tax Credit or American Opportunity Credit disallowed in a prior year? If yes, for which tax year? <input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5. (A) Purchase and install energy-efficient home items? (such as windows, furnace, insulation, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6. (A) Receive the First Time Homebuyers Credit in 2008?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7. (B) Make estimated tax payments or apply last year's refund to this year's tax? If so how much? <input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8. (A) File a federal return last year containing a "capital loss carryover" on Form 1040 Schedule D?

Note: Publication 17 and Publication 4012 contain additional information that needs to be collected to make a correct determination.



THE INTERVIEW PROCESS: FORM 13614-C PAGE 3 – ADDITIONAL INFORMATION

The taxpayer will indicate how they want to receive their refund as well as other information which may be needed to complete the return.

Demographic information in this section may be collected and entered in the tax software. Ask your coordinator about how to record the demographic information.

Additional Information and Questions Related to the Preparation of Your Return				
1. Would you like to receive written communications from the IRS in a language other than English? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, which language? <input type="text"/>				
2. Presidential Election Campaign Fund (If you check a box, your tax or refund will not change) Check here if you, or your spouse if filing jointly, want \$3 to go to this fund <input type="checkbox"/> You <input type="checkbox"/> Spouse				
3. If you are due a refund, would you like:				
a. Direct deposit <input type="checkbox"/> Yes <input type="checkbox"/> No				
b. To purchase U.S. Savings Bonds <input type="checkbox"/> Yes <input type="checkbox"/> No				
c. To split your refund between different accounts <input type="checkbox"/> Yes <input type="checkbox"/> No				
4. If you have a balance due, would you like to make a payment directly from your bank account? <input type="checkbox"/> Yes <input type="checkbox"/> No				
5. Did you live in an area that was declared a Federal disaster area? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, where? <input type="text"/>				
6. Did you, or your spouse if filing jointly, receive a letter from the IRS? <input type="checkbox"/> Yes <input type="checkbox"/> No				
7. Would you like information on how to vote and/or how to register to vote? <input type="checkbox"/> Yes <input type="checkbox"/> No				
Many free tax preparation sites operate by receiving grant money or other federal financial assistance. The data from the following questions may be used by this site to apply for these grants or to support continued receipt of financial funding. Your answer will be used only for statistical purposes. These questions are optional.				
8. Would you say you can carry on a conversation in English, both understanding & speaking? <input type="checkbox"/> Very well <input type="checkbox"/> Well <input type="checkbox"/> Not well <input type="checkbox"/> Not at all <input type="checkbox"/> Prefer not to answer				
9. Would you say you can read a newspaper or book in English? <input type="checkbox"/> Very well <input type="checkbox"/> Well <input type="checkbox"/> Not well <input type="checkbox"/> Not at all <input type="checkbox"/> Prefer not to answer				

THE INTERVIEW PROCESS: PAGE 4 FORM 15080

This form is used by sites to obtain the taxpayer's consent to make their tax return information available to any VITA/TCE site that the taxpayer selects to have their tax return prepared at in the next filing season. The taxpayer has the option to decline this consent. Your coordinator will instruct you on the site's procedures on how this form will be completed by the taxpayer.

Form 15080 (October 2022)	<p>Department of the Treasury - Internal Revenue Service</p> <p>Consent to Disclose Tax Return Information to VITA/TCE Tax Preparation Sites</p>
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THE INTERVIEW PROCESS: DUE DILIGENCE

IRS-certified volunteer preparers are required to exercise due diligence. This means, as a volunteer, you are required to do your part when preparing or quality reviewing a tax return to ensure the information on the return is correct and complete.

Generally, as an IRS-certified volunteer, you can rely in good faith on information from a taxpayer without requiring documentation as verification.

However, part of due diligence requires asking a taxpayer to clarify information that may appear to be inconsistent or incomplete. When reviewing information for its accuracy, you need to ask yourself if the information is unusual or questionable.

For example: You do not need to see proof of a taxpayer's cash contribution to a charity if you feel comfortable that this information is not unusual or questionable.

Remember, if you are not comfortable with the information provided by a taxpayer, you are not obligated to prepare the tax return.

PREPARING THE TAX RETURN

After you complete the intake and interview process, prepare the return in the tax preparation software.

Consult references and tools to determine filing status, dependents, income, adjustments, deductions, credits, or payments.

Remember: Publication 4012 contains tax law information, and guidance on using tools embedded in the IRS-provided software. Other references include Publication 17 and Volunteer Tax Alerts.

Once the return is prepared, a Quality Reviewer will use the Quality Review Checklist located in Publication 4012 to complete the Quality Review.

QUALITY REVIEW PROCESS INTRODUCTION

The purpose of a quality review is to ensure that the taxpayer's tax return is accurate based on the Form 13614-C, Intake/Interview Sheet, and the supporting documents provided by the taxpayer and the interview with the taxpayer.

Sites must conduct a quality review of every return prepared. Having a second pair of eyes, focused on the quality review, offers the best opportunity to correct small errors before they can cause big problems.

The quality review takes place after the return is prepared, but before the taxpayer signs the return.

QUALITY REVIEW METHOD

The quality review method that a site uses depends on the site size, the number of experienced volunteers available, and the certification level of the volunteers at the site.

The two acceptable quality review methods are:

- **Designated Review** - This preferred quality review method uses a designated Quality Reviewer. This is a volunteer who is solely dedicated to reviewing returns prepared by the other volunteers at the site.
- **Peer Review** - When a designated Quality Reviewer is not available, volunteers can review each other's returns.

Note: Self-Review, quality reviewing a return you prepared, is not an acceptable quality review method.

Publication 5299, VITA/TCE Quality Review Refresher and Publication 5310, VITA/TCE Tax Return Quality Review Job Aid, are available for volunteers who will be performing the role of a Quality Reviewer.

QUALITY REVIEW PROCESS

The quality review process must include four critical actions:

- Engage the taxpayer in the review process.
- Use the Quality Review Checklist in Publication 4012 during every review. All items on the Quality Review Checklist must be addressed during a quality review.
- Compare all information provided by the taxpayer on Form 13614-C and supporting documents against the completed tax return entries.
- If necessary, use reference materials to verify that tax law determinations are correct.

COURSE SUMMARY

In this course, you have learned that:

- SPEC has determined there is a direct correlation between the proper use of Form 13614-C and the preparation of an accurate tax return.
- Form 13614-C, Intake/Interview & Quality Review Sheet, must be used to complete and quality review all tax returns at VITA/TCE sites.
- An effective interview must be performed to verify tax information for each tax return.
- All quality reviews must be conducted by a designated or peer-to-peer quality reviewer.

TEST QUESTIONS

Question 1

All IRS-certified volunteer preparers participating in the VITA/TCE program **must** use Form 13614-C along with an effective interview for every return prepared at the site.

- A. True
- B. False



TEST QUESTIONS

Question 2

What should the certified volunteer preparer do before starting the tax return?

- A. Make sure all questions on Form 13614-C are answered.
- B. Change “Unsure” answers to “Yes” or “No” based on a conversation with the taxpayer.
- C. Complete all applicable Certified Volunteer Preparer shaded area questions on Form 13614-C.
- D. All of the above.



TEST QUESTIONS

Question 3

When reviewing Form 13614-C, you see the "Interest" question is marked "Yes" and the taxpayer gives you a Form 1099-INT. You should ask the taxpayer if they had any other interest income.

- A. True
- B. False



TEST QUESTIONS

Question 4

VITA/TCE sites are required to conduct Quality Reviews:

- A. Of all the returns prepared by volunteers who have less than two years of experience preparing returns.
- B. Of every return prepared at the site.
- C. Only when there is a Quality Reviewer available.
- D. Of all returns prepared by volunteers with certification levels below Advanced, Military, or International.



TEST QUESTIONS

Question 5

You do not need to see proof of cash donations made by taxpayer if you feel that the information is not unusual or questionable.

- A. True
- B. False



TEST QUESTIONS

Question 6

In most cases a volunteer must review photo identification for every taxpayer(s) to deter the possibility of identity theft.

- A. True
- B. False



TEST QUESTIONS

Question 7

When does the taxpayer sign the tax return?

- A. Before quality review and before being advised of their responsibility for the accuracy of the information on the return.
- B. Before quality review and after being advised of their responsibility for the accuracy of the information on the return.
- C. After quality review and before being advised of their responsibility for the accuracy of the information on the return.
- D. After quality review and after being advised of their responsibility for the accuracy of the information on the return.



TEST QUESTIONS

Question 8

The site is busy with many taxpayers waiting for assistance. All volunteers are busy preparing tax returns. Can you quality review the return you just prepared instead of waiting for someone else to quality review the return?

- A. Yes, if it is a returning taxpayer.
- B. Yes, with approval of the site coordinator.
- C. No, self review is never an acceptable quality review method.
- D. No, unless you are certified at the Advanced level.



TEST QUESTIONS

Question 9

Which of the following is true?

- A. Quality review can be conducted by a volunteer preparer certified at Basic when the tax return required an Advanced certification to prepare.
- B. Quality review is conducted after the taxpayer signs the tax return.
- C. Quality review is an effective tool for preparing an accurate tax return.
- D. Taxpayers do not need to be involved in the quality review process.

TEST QUESTIONS

Question 10

As part of the intake process, each site must:

- A. Have a process to ensure a return is within the scope of the VITA/TCE Programs.
- B. Identify the certification level needed to prepare a return.
- C. Have a process to ensure volunteers have the certification needed for the returns they prepare.
- D. All of the above.



RETEST QUESTIONS

Retest Question 1

When should an IRS-certified volunteer preparer participating in the VITA/TCE programs perform a complete interview of a taxpayer?

- A. Only when the taxpayer has questions.
- B. Only if the taxpayer has never visited your site.
- C. Only when the site is not busy.
- D. For every return prepared at the site.



RETEST QUESTIONS

Retest Question 2

The certified volunteer preparer should verify the return is within their certification level as part of the intake/interview process.

- A. True
- B. False



RETEST QUESTIONS

Retest Question 3

When reviewing Form 13614-C, you see the "Interest" question is marked "Yes" and the taxpayer gives you a Form 1099-INT. What should you do next?

- A. Input Form 1099-INT into tax software.
- B. Go to the next question on Form 13614-C.
- C. Ask the taxpayer if they had any other interest income.



RETEST QUESTIONS

Retest Question 4

VITA/TCE sites are required to conduct quality reviews of every return prepared at the site.

- A. True
- B. False



RETEST QUESTIONS

Retest Question 5

A taxpayer tells you that they donated \$50 to their church but they did not bring proof of the donation. This information along with all other information gathered during your interview does not seem unusual or questionable.

As a tax preparer, you should:

- A. Send the taxpayer home to get proof of their donation.
- B. Prepare the return giving credit for the donation without seeing proof.
- C. Prepare their return without giving them credit for the donation.

RETEST QUESTIONS

Retest Question 6

What information should a volunteer review to deter the possibility of identity theft?

- A. Form W-2.
- B. Photo identification.
- C. Last year's tax return.
- D. Medicaid card.

RETEST QUESTIONS

Retest Question 7

The taxpayer signs the tax return after quality review and after being advised of their responsibility for the accuracy of the information on the return.

- A. True
- B. False



RETEST QUESTIONS

Retest Question 8

You can quality review a tax return you just prepared instead of waiting for someone else to quality review the return.

- A. True
- B. False

RETEST QUESTIONS

Retest Question 9

Which of the following four critical processes for quality review is not correct:

- A. Engaging the taxpayer in the review process.
- B. Using Google as a main reference for tax law determinations.
- C. Using the Quality Review Checklist located in Publication 4012 as a guide while conducting the quality review.
- D. Comparing source documents provided by the taxpayer.

RETEST QUESTIONS

Retest Question 10

Completing a thorough interview before entering taxpayer information into the software helps avoid which of the following potential problems?

- A. The volunteer may not have the required certifications to prepare the return.
- B. The return may be out-of-scope.
- C. The taxpayer may not have all the information needed to prepare the return.
- D. All of the above.



VITA/TCE Programs Volunteer Training

Certificate of Completion

Name of Attendee

For completion of

Intake/Interview & Quality Review Training

Present this certificate to your Site Coordinator as proof that you have reviewed the Intake/Interview & Quality Review Training Powerpoint.

Date of completion