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
V26-27.2	Removed an obsolete question

Questions

Q1. At an event where the Technical Director role is not filled, who does the Scorekeeper report to, and who should they coordinate the event schedule with?

A. Report to the Head Referee; coordinate the schedule with the Field Supervisor.
B. Report to the Event Director for all decisions, including technical issues.
C. Report to the FTA; coordinate the schedule with the Event Director.
D. Work independently, since no direct supervisor role applies.

Q2. During a match, a coach asks the Scorekeeper to explain why the Head Referee issued a penalty against their team. What should the Scorekeeper do?

A. Offer their own explanation, based on their understanding of the game rules.
B. Tell the coach nothing can be explained and end the conversation.
C. Refer the coach to the Head Referee, who holds sole authority over field rulings.
D. Ask the FTA to review the call before the next match.

Q3. A Scorekeeper realizes, a few days before an event, that they previously coached a team registered to compete there. What is the correct course of action?

A. Say nothing, since it's a past relationship and not current.
B. Recuse from the event entirely and contact the Volunteer Coordinator.
C. Complete the Conflict of Interest and Disclosure form, disclose the relationship early, and step back from any situation that could appear biased.
D. Notify the FTA and let the FTA decide whether the conflict is significant enough to disclose.

Q4. **A student on a team quietly tells the Scorekeeper that another volunteer made them feel uncomfortable earlier in the day. What should the Scorekeeper do?**

A. Tell the student it's likely a misunderstanding and move on.
B. Investigate the situation personally before deciding whether it needs to be reported.
C. Take the concern seriously, and report it promptly to the Event Director and/or Program Delivery Partner and through the FIRST Reporting Portal.
D. Wait until after the event to mention it informally to the Event Director.

Q5. **A student trips and appears to be injured near the scoring table. What is the Scorekeeper's responsibility?**

A. Apply first aid personally, since they are closest to the situation.
B. Wait to see how serious the injury looks before doing anything.
C. Refer the situation to a medical professional or EMT, call 911 if there's any question of urgency, and ensure an incident report gets completed.
D. Note what happened privately, in case a claim comes up after the event.

Q6. **A student is behaving in a way that concerns the Scorekeeper, but it isn't a safety issue. Per the manual's guidance for managing team behavior, what is the first step?**

A. Have a quiet word with the student directly, since it's a minor issue.
B. Notify the Head Referee immediately to issue a card.
C. Ask the student to bring a responsible adult from their team before discussing the concern.
D. Let it go, since behavior management isn't part of this role.

Q7. **Which of these will you NOT find on the Match Control Page in FTC Live?**

A. "Advance to Quals" button to advance from practice matches to qualification matches.
B. "Test Connection to HQ button" to test the connection between FTC Live and the FTC Cloud Server.
C. "Awards/Advancement Presentation" interface for showing awards on the Audience Display.
D. "Add/Edit Teams" interface for adding/removing or editing teams at the event.

Q8. **After an event, a team emails a complaint about a rule interpretation and asks that a match be replayed. Where should this go, per the manual?**

A. File it as a youth protection concern through the FIRST Reporting Portal.
B. Escalate it to the Head Referee to reconsider the ruling after the event.
C. Direct it to FIRST as a program-related concern, since match results are final.
D. Explain the rule interpretation to the team directly to resolve it.

Q9. On event morning, the Scorekeeper discovers that event data was never transferred from the Event Portal in advance, and the event opens to teams in two hours. What is the best first action?

A. Try to complete the transfer alone quietly, and escalate only if it can't be finished in time.
B. Contact the Program Delivery Partner directly and ask them to delay the event opening.
C. Notify the FTA and Technical Director immediately, so they can assess options and timeline impact together.
D. Wait for the FTA to notice the issue during setup.

Q10. On the morning of an event, the Head Referee tells the Scorekeeper that referee tablets aren't working. What should the Scorekeeper do immediately?

A. Tell the Head Referee they'll work it out match by match and start on schedule.
B. Work with the Head Referee right then to agree on a manual scoring method, and inform the FTA of the arrangement.
C. Ask the Technical Director or FTA to fix the tablets immediately.
D. Wait to see if the Head Referee brings a workable solution before the first match starts.

Q11. After a block of matches, the Scorekeeper notices the event is running about 20 minutes behind schedule, but the Field Supervisor hasn't raised it. What should the Scorekeeper do?

A. Keep monitoring and wait to see if the delay self-corrects before saying anything.
B. Unilaterally extend cycle times for the next block, without bothering the Field Supervisor or FTA.
C. Proactively tell the Field Supervisor about the delay and share the timing data.
D. Wait for the Event Director to ask about it directly.

Q12. The Scorekeeper believes shortening cycle times between matches would help recover a schedule delay. Who has the authority to make that call?

A. The Scorekeeper, since they control the Match Control page.
B. The Head Referee, since they control match flow.
C. The FTA or Field Supervisor, since they are responsible for the fields.
D. The Queuer, since they manage the teams for each match.

Q13. Why must the Scorekeeper confirm that all awards are entered in FTC Live before publishing the event, rather than publishing first and adding awards afterward?

A. It doesn't matter, the awards and the match results are separate anyway.
B. The Judge Advisor is unavailable once the event ends.
C. Publishing before awards are confirmed can send an incomplete or incorrect record with results.
D. The Head Referee must approve awards before the event is published.

Q14. A visibly frustrated coach approaches the scoring table, with several team members watching, and says their team's score is wrong and needs to be fixed. What is the best response?

A. Pull up the match log together to check for a discrepancy.
B. Say all calls are final and there's nothing to be done, then return to the station.
C. Acknowledge the coach calmly, explain that match results are final and can't be changed from the scoring table, and direct them to the question box to speak with the Head Referee.
D. Ask the coach to wait while contacting the Head Referee to resolve the score dispute.

Q15. During active qualification match play, the Scorekeeper notices a spectator without safety glasses near the field perimeter, and can't leave the scoring table. What is the correct response?

A. Wait until the match ends, then handle it personally.
B. Pause match play to address the concern directly.
C. Signal or alert the nearest available volunteer or the Field Supervisor to address it immediately, and confirm it's resolved after the current match cycle.
D. Make a note to mention it to the Event Director at the end of the day.

Q16. On event morning, the Scorekeeper notices a team is checked in and physically present but missing from the registered teams list in FTC Live. What should the Scorekeeper do?

A. Add the team to FTC Live immediately, using their own judgment.
B. Tell the team they can't compete since they aren't in the system.
C. Bring it to the Technical Director or FTA for direction, who will then consult with the Event Director if necessary, then update the system per their guidance.
D. Contact FIRST support to add the team to the system.

Q17. The Game Announcer will need the team list, match schedule, and playoff bracket throughout the day. When should the Scorekeeper coordinate on what's needed and when?

A. Whenever the Game Announcer happens to ask during the event.
B. Only after alliance selection, since brackets aren't needed before then.
C. Before match play begins, as part of pre-event planning.
D. The Event Director handles this coordination, not the Scorekeeper.

Q18. A team member asks the Scorekeeper a question that belongs to the Event Director to answer. What is the most appropriate way to respond?

A. Give a best guess at the answer to avoid seeming unhelpful.
B. Say they don't know and end the conversation there.
C. Tell them it's a better question for the Event Director, and offer to point them in the right direction.
D. Refer them to whichever nearby volunteer happens to be available.

Q19. The Scorekeeper arrives at the event and the only browser on the Scorekeeper computer is Firefox. What should you do?

A. It's fine, Firefox is a Chromium-based browser and should work.
B. Upgrade the computer to use Chrome instead, without bothering anyone.
C. Don't worry about it, the Technical Director and/or FTA clearly know what they're doing.
D. Bring this to the Technical Director or FTA's attention. Firefox is not a supported browser.

Answer Key

Question	Correct Response	Explanation	Source
Q1	C	The Volunteer Manual states the reporting line directly: "The Scorekeeper reports to the Technical Director when that role is filled for an event. If that role is not filled for an event then report to the FTA and make sure to discuss the event schedule with the Event Director." When the Technical Director role is open, the FTA becomes the reporting contact and the Event Director handles schedule coordination.	*Volunteer Manual: Reporting Structure*
Q2	C	The training manual states plainly that "the only person at an event who can give an official warning or issue a yellow/red card is the Head Referee," and that the Scorekeeper "does not make field rulings." A calm redirect to the Head Referee keeps the response accurate and keeps the Scorekeeper at their station.	*Volunteer Manual: Roles and Responsibilities; Build Section 1, Lesson 1.1*
Q3	C	The Volunteer Manual requires disclosure of any potential conflict: "Be open and forthcoming about any conflicts you may have with a team competing at the event," and "remove yourself from any situation that could be perceived as a Conflict of Interest." The training build adds that this happens through the Conflict of Interest and Disclosure form, completed before the event.	*Volunteer Manual: Conflict of Interest; Build Section 1, Lesson 1.3*
Q4	C	The Volunteer Manual is direct on this: "Anything that happens during an event that made a youth volunteer, team member or spectator feel uncomfortable or threatened should be addressed," and instructs volunteers to "call the Event Director and/or the Program Delivery Partner and inform them of the issue," while ensuring "all issues are reported in a timely manner using the FIRST Reporting Portal."	*Volunteer Manual: Youth Protection Reporting*

Q5	C	The Volunteer Manual states that “event volunteers are not responsible for diagnosing student injuries, handing out medication, or first aid equipment” and should “refer medical issues and emergencies to a medical professional on site, such as an EMT,” adding to “call 911 if there is any question whether the injured person/persons require urgent medical attention.” The Event Director or Pit Administrator is responsible for completing the incident report.	*Volunteer Manual: Medical Incident Reporting*
Q6	C	The manual's “ABCs of Managing Team Behaviors” starts with exactly this step: “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.”	*Volunteer Manual: Team Interaction and Support*
Q7	D	The "Add/Edit Teams" interface is found within the Dashboard portion of FTC Live.	*FTC Live Setup Guide*
Q8	C	The manual classifies this kind of feedback specifically: “Feedback about issues such as game play, rule changes, awards, and event management (other than medical/safety issues) are considered program related concerns and not youth protection issues and should be shared with FIRST via customerservice@firstinspires.org,” and notes plainly that “match results and award results are final and that we will not review match videos.”	*Volunteer Manual: Reporting Other Issues or Concerns*
Q9	C	The training build's scenario for this exact situation is direct: “The FTA and Technical Director need to know immediately, not after you have spent time on a fix that may not work. Early notification gives the event the best possible chance of recovering. Waiting reduces options.”	*Build Section 3, Scenario 3; Build Section 2, Lesson 2.1*
Q10	C	Ensuring that the competition equipment is functioning correctly is a responsibility of the Technical Director (if staffed) or the FTA, as the processes and workflows of the event are built around functioning equipment.	*Build Section 3, Scenario 1; Build Section 2, Lesson 2.2*

Q11	C	The training build states that “the Scorekeeper's job is to give the field team the information they need to make good decisions,” and describes exactly this response: a clear, non-dramatic flag (“here is what I am seeing, here is the data”) that lets the FTA or Field Supervisor decide whether to adjust cycle times or inform the Event Director.	*Build Section 3, Scenario 2; Build Section 2, Lesson 2.3*
Q12	C	The source material is explicit that this decision sits above the Scorekeeper's role: “Adjusting the match schedule is not within the Lead Scorekeeper's authority. That decision belongs to the FTA or Field Supervisor.” The Lead Scorekeeper's job is to flag the delay and provide the data, not to make the call.	*Build Section 3, Scenario 2*
Q13	C	The training build states the reasoning directly: “Awards must be confirmed and the event published before sending results. Sending results before publishing (or before confirming awards) creates an incomplete or incorrect record.” The sequence exists to protect the accuracy of what gets sent to FIRST.	*Build Section 2, Lesson 2.5*
Q14	C	The training build's model response fits this exactly: “Acknowledge the coach calmly, explain clearly that match results are final and cannot be reviewed or changed from the scoring table, and direct them to the Head Referee... for further questions.” This acknowledges the coach while being honest about the limits of the role, consistent with Gracious Professionalism.	*Build Section 3, Scenario 4; Build Section 5, Lesson 5.2*
Q15	C	The training build's guidance on this scenario states: “Safety is everyone's responsibility, but the Lead Scorekeeper's first responsibility during match play is match operations. Route the concern immediately to someone who can act, stay at your station, and confirm resolution after the match cycle.”	*Build Section 3, Scenario 5*

Q16	C	The Volunteer Manual and training build both route team-list edits through the Event Director. Sometimes simple mistakes can be modified without Event Director authorization, but that should be the Technical Director and FTA's call.	*Build Section 5, Lesson 5.3; Volunteer Manual: Event Day*
Q17	C	The training build calls for this explicitly: "Pre-plan Game Announcer needs: team list, match schedule, playoff bracket delivery times, and award winner timing," done "before match play begins," looping in the Technical Director or FTA as needed rather than handling it on the fly.	*Build Section 1, Lesson 1.2; Build Section 2, Lesson 2.2*
Q18	C	The training build provides this exact script for the situation: "That is a better question for the Head Referee/the FTA/the Event Director, they are the right person to answer it. Can I point you in the right direction?" This keeps the response honest and gets the team member to someone with actual authority over the decision.	*Build Section 5, Lesson 5.2*
Q19	D	The FTC Live Setup Guide is clear that Firefox is not a supported browser for FTC Live.	*FTC Live Setup Guide*