Volunteer Coordinator
Certification Test

> **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**
V25-26.1	Initial 2025-26 Season Release

Questions

Q1. What is the primary focus of the Volunteer Coordinator role?
A. Managing event finances
B. Overseeing communications and planning for volunteer recruitment, support, and recognition
C. Ensuring technical setup of the competition field
D. Delivering opening ceremonies

Q2. Before assigning a volunteer in the Volunteer Management System (VMS), what must be confirmed?
A. That the volunteer has purchased apparel
B. That the volunteer has completed Youth Protection Screening
C. That the volunteer has attended a pre-event meeting
D. That the volunteer has no prior experience

Q3. Which of the following is considered a Key Volunteer role?
A. Field Resetter
B. Lead Queuer
C. Dean's List Interviewer
D. Volunteer Recruiter

Q4. How much pre-event planning and training time is typically expected of a Volunteer Coordinator?
A. 1–2 hours regardless of event size
B. 6–15 hours, depending on event size and number of volunteers
C. 25+ hours for all events
D. No pre-event training is required

Q5. **A volunteer has signed up but has not completed their Youth Protection Screening. What should the Volunteer Coordinator do?**
  A. Assign them anyway to avoid gaps in staffing
  B. Contact the volunteer and provide guidance on completing the screening
  C. Assign them only to key volunteer roles
  D. Remove them permanently from consideration

Q6. **Which of the following should be included in pre-event communications sent to volunteers?**
  A. Event schedule, role expectations, parking, and check-in requirements
  B. Only the event's public flyer
  C. Technical field setup instructions
  D. A list of competing teams

Q7. **Which of the following is NOT an appropriate method of volunteer recognition?**
  A. Volunteer T-shirts
  B. Providing meals for long events
  C. Year-of-service pins
  D. Ignoring food restrictions when ordering meals

Q8. **If a volunteer is assigned to a role where they feel uncomfortable, what is the best approach?**
  A. Ask them to leave the event immediately
  B. Allow them to shadow an experienced volunteer
  C. Move them to a key volunteer position instead
  D. Assign them to judge teams they are affiliated with

Q9. **What should a Volunteer Coordinator do if they become aware of a possible Conflict of Interest (COI)?**
  A. Assign the volunteer anyway unless they object
  B. Reassign the volunteer away from roles that could impact competition outcomes
  C. Let the volunteer decide if they want to continue in the role
  D. Ignore it unless a team complains

Q10. **After the event, which of the following is considered a "best practice" for Volunteer Coordinators?**
  A. Immediately delete all volunteer contact information without communication
  B. Send "thank you" notes and provide a feedback outlet, such as a survey
  C. Request volunteers register for the next event before leaving
  D. Avoid further contact until the following season

Answer Key

Question	Correct Response	Explanation	Rule
Q1	B	Primary focus- Overseeing communications and planning for volunteer recruitment, support, and recognition	
Q2	B	That the volunteer has completed Youth Protection Screening	
Q3	B	Lead Queuer	
Q4	B	6-15 hours on average	
Q5	B	Contact the volunteer and give guidance	
Q6	A	You want your volunteers to arrive knowing their expectations and role.	
Q7	D	Good events take care of their volunteers because you understand their value. This includes meal preferences.	
Q8	B	Allowing the volunteer the opportunity to shadow an experienced volunteer will get them more comfortable with the role.	
Q9	B	Reassigning the volunteer away from roles that could impact competition outcomes is the best way to avoid any perceived conflict.	
Q10	B	Thank them with a card and welcome feedback with a survey.	