**Volunteer Training**

**Introduction**

1. Introduce yourself and station captains with red lanyards.

2. Event Flow

* Registration, Fee Waiver, Application Assistance, Quality Control, Copy/Mail
* What to do with walk-ins
  + Screening stations
  + Ineligible applicants and non-citizenship questions
* Sticker system

**Application Assistance Volunteers**

1. Preparer Memo
   * Today’s date
   * Eligibility dates for 3 and 5 years
   * Preparer section for the end
2. Application Assistance Checklist
   * Do the “Before Starting” section before you start.
     + Really important to put your name on the Case Notes sheet.
     + Double-check to make sure the applicant is eligible
     + Make sure the Waiver and Release form is signed
     + Check the barcode
     + Make sure you’re using black pen
   * Checklist and Annotated N-400 should answer most basic questions.
3. Counties/Zip Codes list in every room
4. Problems
   * “Yes” answers to the questions in Part 11 could lead the applicant to be ineligible. Make a note on the Case Notes sheet if the applicant answers yes.
5. Addenda
   * Should be copies of the addenda forms in every room. If you need the last copy, flag down the station captain to get more.
6. Questions
   * If you have any questions or problems, flag down your station captain.

**Quality Control Volunteers**

1. Quality Control Checklist
   * Do the “Before Starting” section before you start.
     + Really important to put your name on the Case Notes sheet.
     + Double-check to make sure the applicant is eligible
     + Make sure A-number is on every page
     + Make sure fee waiver and/or disability waiver is attached
   * Checklist and Annotated N-400 should answer most basic questions.
2. Addenda
   * Should already be attached
   * Can get blank copies if needed
   * Make sure to use black pen
3. Very end
   * Make sure the form and all addenda are signed
   * Make sure the designated preparer has signed the preparer section
   * Make sure all necessary documents are attached. If the applicant is missing anything, fill out and give them the Missing Documents form.