**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.