

Poll Worker Training

For each Standard you are seeking certification in, you'll be given a questionnaire specific to that Standard to fill out. Most questionnaires will also request that you upload nonconfidential materials, such as examples of reports you have published or your standard operating procedures documents. This guide has tips to keep in mind when preparing for and filling out the Poll Worker Training questionnaire so that your office has a more seamless experience.

The Standard

Your election office delivers training that helps poll workers understand and conduct their responsibilities, equips them with the resources to find answers to their questions, and sets expectations of professionalism. To achieve this standard:

- You provide poll worker training that is convenient and accessible and that offers poll workers opportunities to practice their responsibilities and demonstrate their comprehension through evaluation tools.
- You equip poll workers with up-to-date and easy-to-understand resources to help them carry out their responsibilities and quickly resolve situations in their voting location.
- You support poll workers with clear policies and communication that establish a voter-centric, non-partisan, and professional culture in voting locations.

Glossary

We've tried to keep jargon to a minimum, but some is unavoidable. Since many offices use different terminology, here are some terms used in the standard or questionnaire that may be unfamiliar or you may use in a different way:

- **Poll worker:** Poll worker is the generic term used to describe individuals who manage all aspects of the voting process within a polling location. Your office may refer to poll workers as election judges, precinct election officials, election day workers, election officers, poll officers, precinct clerks, election board officers, election board workers, election inspectors, precinct judges, or something similar.
- **Head poll worker:** Head poll worker is the generic term used to describe the leader within a polling location. Your office may refer to head poll workers as head election judges, chief inspectors, chairpersons, co-chairpersons, poll supervisors, moderators, site coordinators, clerks, poll managers, precinct leaders, chief judges,

commissioners-in-charge, wardens, receiving and returning managers, selectmen, inspectors of election, ballot clerks, master poll workers, master board workers, presiding judges, site chairs, voting location managers, judge of elections, precinct superintendents, officers, presiding judges, or something similar.

Who to include

You will get more out of the certification process and be able to complete the questionnaire more quickly if you involve the right staff in the process. Here are some suggestions for who to include for this standard:

- Staff who schedule, manage and coordinate poll worker training
- Permanent or temporary staff who conduct poll worker training
- Staff who draft communications that are sent out to poll workers
- Staff who develop and revise poll worker training materials

Materials requested

The questionnaire will request the following materials:

- Training materials provided to poll workers
- Example evaluation tools used to assess poll workers' comprehension*
- Reference resources provided to poll workers
- Polling place policies that require nonpartisanship and voter-centricity
- Polling place policies that require professionalism and respect
- Example regular and non-regular communications materials sent out to poll workers*
- Additional materials that demonstrate your office's ability to implement poll worker training effectively

You may not have documents with these titles or you may have reasons that you don't use some of these types of materials. In those cases, you can provide other documents that you use in these processes, or provide explanations for what you do instead.

*For evaluation tools and poll worker communications, please do not produce any documents that contain personally identifiable information.

Please provide only the versions or portions of these (or similar) documents that would be subject to public records requests in your jurisdiction. Do not provide any confidential documents or information. We encourage you to consult with your local counsel if you have questions about whether a document can be shared.

Example questions

Here are some examples of questions found in the certification questionnaire, to give you an idea of what you will be asked about:

- In 2-4 sentences, please explain how your office creates new training materials and/or updates existing training materials? Examples of this include, but are not limited to:
 - creating or improving poll worker training materials as a result of listening to poll worker feedback,
 - adapting a different county's materials that have proven to be effective for their poll worker trainings
- How often do you provide poll worker training, at what times, and through what modes? (Ex. hybrid, virtual, and in-person, twice a year)

- Please describe any hands-on, experiential opportunities your office provides for poll workers to practice their responsibilities and demonstrate their comprehension. Why did you decide to provide these opportunities/experiences? How do they best provide poll workers opportunities to practice their responsibilities and demonstrate their comprehension of their responsibilities? 3-6 sentences is sufficient.

Resources addressing this standard

If you are looking for ways to improve your processes in this area before applying for certification or to implement feedback you received about how to meet the standard, these publicly available, nonpartisan resources may help.

- [Poll Worker Manual Toolkit](#): Workbooks and template to revise or build poll worker manuals from scratch.
- [Standards of Conduct for Election Workers](#): Standards of conduct set expectations for participants and observers in normal election operations.
- [Poll Worker Role-Based Checklist Templates](#): PowerPoint templates to create bite-sized checklists for election day tasks.
- [USD's Election Worker Management Tool](#): Recruit, schedule, communicate with, and pay election workers all in one system.

Using or reviewing these resources is not required for your office to be certified: certification is based on achieving the standard, not on using specific materials. These nonpartisan resources are provided for informational and educational purposes only.

Certification program information

For information on the certification program as a whole, as well as general advice on how to get the most out of the certification process, consult these resources:

- Our [guide](#) to the certification process
- [FAQs](#) about the Alliance certification program
- Go to [CertifyExcellence.org](https://certifyexcellence.org) to apply