

## Certified Administrator of Volunteer Services (CAVS)



CAVS status provides both internal and external rewards. CAVS certificants enjoy the pride of recognition as being among the elite in a critical field of healthcare. CAVS is a premier credential based on a sound assessment that provides distinction in an increasingly competitive marketplace.

The CAVS certification is sponsored by The Association for Healthcare Volunteer Resource Professionals (AHVRP), the premier professional membership society for healthcare volunteer services, retail operations and related support services disciplines. AHVRP provides education, recognition for personal and professional achievements, national networking as well as affiliation and collaboration with the American Hospital Association on public policy and advocacy issues related to healthcare volunteer services and retail operations. For more information about membership in AHVRP, visit [www.todaysvolunteer.org](http://www.todaysvolunteer.org)

As of January, 2010, AHVRP transferred the administration of the CAVS certification process to the Council for Certification in Volunteer Administration (CCVA).

### **The CAVS Program has three components:**

- Eligibility requirements that are a blend of education and experience, and profile the individual who is likely to be successful on the Certification Examination
- A 110-item multiple-choice Certification Examination of regularly performed tasks considered essential to competent practice.
- A renewal requirement. Certification is valid for three years after which it must be renewed through retaking and passing the Certification Examination or documenting 45 contact hours of continuing professional education.

**Candidate Handbook and Application** *The CAVS Candidate Handbook and Application* contains eligibility requirements, a content outline for the Examination, instructions on applying for the Examination, and an application. Download the pdf file of the CAVS Candidate Handbook and Application at [www.cvacert.org](http://www.cvacert.org)

**Renewal Application** *The CAVS Renewal Application* includes criteria for acceptable continuing professional education. Download the CAVS Renewal Application Form at [www.todaysvolunteer.org](http://www.todaysvolunteer.org)

## Frequently Asked Questions about the CAVS Certification Exam:

- 1. Why should I take the CAVS exam?** “The CAVS certification demonstrates to the public and to healthcare professionals an advanced level of knowledge, skill and expertise.” CAVS status provides both internal and external rewards. CAVS certificants enjoy pride of recognition as being among the elite in a critical field of healthcare. CAVS is a premier credential based on a sound assessment that provides distinction in an increasingly competitive marketplace.
- 2. Who can take the CAVS exam?** To be eligible for the Certified Administrator of Volunteer Services (CAVS) Examination, a candidate must fulfill at least one of the following requirements for education/work experience.
  - Baccalaureate degree or higher plus two (2) years of associated professional experience in healthcare volunteer services management.
  - Associate degree plus three (3) years of associated professional experience in healthcare volunteer services management.
  - High school diploma or equivalent plus four (4) years of associated professional experience in healthcare volunteer services management.
- 3. When and where can I take the CAVS exam?** A computer-based version of the CAVS Examination is now available. The exam will be administered by the Council for Certification in Volunteer Administration (CCVA) using the ExamSoft e-testing software. Candidates may take the CAVS exam anytime during a time of day and computer location that is convenient and free of distractions.

There are no established “testing centers” – candidates make their own local arrangements, and many choose to use a computer at their worksite, a local college, or on their personal laptop. Candidates work with CCVA to identify an appropriate individual to proctor and supervise the exam.

Individuals wishing to take the CAVS Exam must apply to CCVA at least 60 days in advance. This allows ample time to download the software, take the Practice Test online and become familiar with the e-testing system. When a candidate is ready to take the CAVS Exam, the password will be sent to his/her proctor to access to the Exam.

A pencil and paper version of the exam **WILL** be administered at the AHVRP annual conference in St. Louis on September 30, 2010. The same application process is used for this exam.

- 4. How can I apply to take the exam?** Complete the application form (in the *CAVS Candidate Handbook*) and return it with the exam fee to: CCVA, P.O. Box 467, Midlothian, VA 23113. The *CAVS Candidate Handbook and Application* are available for download at [www.cvacert.org](http://www.cvacert.org)

5. **What is the cost?** Fees for 2010 follow:
  - a. Examination: Member of AHVRP = \$250. Non-member = \$375
  - b. Renewal: Member of AHVRP = \$135. Non-member = \$225
6. **Will the CAVS exam be administered at my state conference?** The Exam will be available during a state conference only if the state society requests special administration and pays associated costs. Associated costs would include travel, hotel, incidentals and proctoring/administrative fees. Requests must be made to CCVA at least 3 months prior to the conference date.
7. **How will I obtain my CAVS test scores?** CCVA will notify candidates of their test results in writing, via U.S. Mail, within 30 days after taking the exam.
8. **How can I study for the exam?** The *CAVS Candidate Handbook and Application* is not a study aid. It is a publication that addresses eligibility requirements, content of the Examination, regulations related to testing and how to apply for the Examination. As stated in the Handbook, test items are not selected from any single reference or set of references. The intent of the Examination is to test for mastery of a well-defined body of knowledge that requires a blend of education and experience in the profession.
9. **Is there a review guide?** A *CAVS Review Guide* is available from AHVRP at [www.todaysvolunteer.org](http://www.todaysvolunteer.org).
10. **Will I receive a pin and certificate?** A new pin and certificate will be provided to all who test and pass or renew, beginning in 2010.
11. **What is the process if I fail the test?** Candidates who fail the exam may re-test after waiting 30 days. There is a re-sitting fee of \$50.

## **Frequently Asked Questions about CAVS Certification Renewal**

1. **How do I locate the expiration date of my certificate?** The expiration date is located in the bottom right hand corner of the certificate.
2. **Will I be notified if my certificate needs to be renewed?** AHVRP emails reminder notices 90 days, 60 days and one month prior to expiration of CAVS status. **Be sure AHVRP has your correct email address.**
3. **How do I renew?** Renewal can be achieved through re-examination or by submitting 45 contact hours of qualifying continuing education.
4. **What is the timeframe for collecting contact hours or CEUs?** Contact hours or CEUs must be achieved within 3 years of the expiration date on the certificate. For example, if the certificate expires in December of 2011, any contact hours or CEUs achieved between

January, 2009 and December, 2011 qualify. Anything outside this timeframe, the AHVRP conference in 2008 or a course you took in 2007 does not qualify.

5. **What constitutes contact hours or CEUs?** A contact hour is 50-60 minutes of education experience. A CEU is a Continuing Education Unit. Ten (10) contact hours are equivalent to one (1) CEU.
6. **Who grants CEUs?** Generally the organization providing the education will provide CEUs or certificate of attendance.
7. **Does attendance at the AHVRP Annual Meeting count towards certification renewal?** Yes. The AHVRP certificates of attendance indicate how many contact hours are awarded for attendance at the Annual Meeting. The 2008 Anaheim conference awarded 2.2 CEUs or 22 contact hours, 2009 in Phoenix awarded 2.8 CEUs or 28 contact hours. This totals 50 contact hours, which is enough to meet the 45 hours required for Certification Renewal. Copies of the certificate of attendance will be needed as documentation for this information.
8. **What are acceptable types of continuing education?** The following table provides acceptable types of continuing education, Type Codes, documentation required for each activity, and maximum number of contact hours accepted per type, where applicable. A Type Code must be identified for each activity reported.

Type	Type Code	Description	Documentation	3-Year Maximum
Educational program	1	Participation in lecture, workshop, educational session or case presentation provided by a professional healthcare association/society, healthcare facility or provider of services to a healthcare facility, or an industry-recognized provider of education. Multiple participations in the same course may be counted only once.	Certificate of attendance/ certificate of completion with CPE hours earned	No limit
Academic coursework (In person or online)	2	From an accredited college or university <ul style="list-style-type: none"> <li>▪ One semester credit = 15 contact hours</li> <li>▪ One quarter credit = 10 contact hours</li> </ul>	Grade report or copy of transcript	15 contact hours
Self-study, including audio conference, or online educational program	3	Provided by a professional healthcare association/society, healthcare facility or provider of services to a healthcare facility, or an industry-recognized provider of education. The provider must award contact hours or a similar measure of continuing education. <ul style="list-style-type: none"> <li>▪ Online academic coursework is considered Type Code 2.</li> </ul>	Certificate of completion with CPE hours earned	No limit
Professional speaking/teaching	4	At an educational program or a meeting of a national, regional, state or local professional association/society. Credit may be declared for twice the length of the educational program or speech.	Copy of program	15 contact hours

Academic teaching	5	In an accredited college or university <ul style="list-style-type: none"> <li>▪ One semester credit = 15 contact hours</li> <li>▪ One quarter credit = 10 contact hours</li> </ul>	Letter from academic institution	15 contact hours
Test item writing	6	For an AHA Examination. 0.5 contact hours are awarded for each accepted test item.	Letter from AHA Certification Ctr.	15 contact hours
Authoring / Publishing	7	Authoring a book chapter or at least two articles published in professional journals or periodicals with documented circulation that exceeds 1,000 readers earns 5 contact hours. Publications must: <ul style="list-style-type: none"> <li>▪ Have been published within the three-year certification cycle for which continuing professional education credit is being sought;</li> <li>▪ Relate to a cognitive domain or domains and concomitant tasks included in the appropriate Examination content outline;</li> <li>▪ Bear the author's name, the publication's name and the date of publication; and</li> <li>▪ Have been published outside of the certificant's facility or place of business.</li> </ul>	Copy of the book chapter or articles	15 contact hours

- When submitting your professional education record, be sure to have the correct documentation for the Content Category and Type Code being submitted. In the upper right hand corner, label the activity the documentation corresponds to in the Education Reporting Form. Please refer to the requirements outlined in the *CAVS Candidate Handbook* found on the web at [www.cvacert.org](http://www.cvacert.org). This will help facilitate a smooth and successful renewal process.

**9. Does an entire state/regional Association Meeting count towards my contact hours?**

No, only the education part of a conference or meeting counts towards certification renewal. If the association's meeting is 3 hours and the first hour is the business meeting and the last two hours are an educational session, only 2 hours would count towards certification renewal.

**10. If I submit my documentation early, will my next certificate expire early?**

No, your certificate will expire three years from the expiration date on your current certificate. For example, if your certificate expires in December of 2010, and you submit your documentation in August of 2010, your certificate will still expire in December of 2013. Just be sure that all CEUs or contact hours fall within the 3 year window before your expiration date.

**11. Will I receive a pin and certificate?**

A pin and certificate will be provided to all who pass the test or renew, beginning in 2010.

## ***Submitting the CAVS Renewal Application***

To submit your CAVS renewal application:

- Complete the application, available at [www.todaysvolunteer.org](http://www.todaysvolunteer.org)
- Attach copies of required documentation, with documents numbered to correspond with the list of activities;
- Enclose the renewal fee, Member of AHVRP - \$135. Non-member - \$225
- Mail to:

**AHVRP  
CAVS Renewal  
P.O. Box 75315  
Chicago, IL 60675-5315.**

Only completed applications sent to the above lock box will be processed. The completed application must be received by the **AHVRP** at least 30 days before the certification expiration date to ensure continued certified status.

## ***Alternative II – Re-examination***

To renew the CAVS through successful re-examination, candidates must submit evidence of having taken and passed the CAVS Examination within one year prior to the certification expiration date. A copy of the *CAVS Candidate Handbook and Application*, which includes instructions on how to apply for the Examination, may be obtained at [www.todaysvolunteer.org](http://www.todaysvolunteer.org) or [www.cvacert.org](http://www.cvacert.org).

A copy of the CAVS score report serves as documentation of successful re-examination. Candidates pay an exam fee of \$50 but no additional renewal fee is required.

### **Questions about the CAVS Exam? Contact :**

- Katie Campbell, CCVA Executive Director, at [cavs@cvacert.org](mailto:cavs@cvacert.org) or 804.794.8689

### **Questions about CAVS Renewal? Contact:**

- Audrey Harris, AHVRP Executive Director, at [aharris@aha.org](mailto:aharris@aha.org) or 312.422.3938
- Kiwani Cooper, AHVRP Education Program Specialist at [kcooper@aha.org](mailto:kcooper@aha.org) or 312.422.3937.