



## **Certified Administrator of Volunteer Services**

# **CANDIDATE HANDBOOK AND APPLICATION**

October 2011



*Conducted by:*  
**Council for Certification in Volunteer Administration (CCVA)**  
[www.cvacert.org](http://www.cvacert.org)

## 2011 CCVA Board of Directors

**Gregory P. Baldwin**, San Francisco, CA  
**Anne Breakey Hart**, CVA, North York, ON  
**Edward Callahan**, CVA, Philadelphia, PA  
**Pamela Lemp**, CAVS, Houston, TX  
**Kathleen Dennis**, Washington, DC  
**Ruth MacKenzie**, Ottawa, ON  
**Delores Morton**, Atlanta, GA  
**Diana Rodriguez-Algra**, Lansing, MI  
**Pamela Robinson**, J.D., CVA, Columbia, SC  
**SueAnn Strom**, Ph.D., Kansas City, MO  
**David Styers**, Washington, DC  
**Katherine H. Campbell**, CVA, Midlothian, VA, *Executive Director*

### OFFICERS:

**Chair:** David Styers  
**Vice Chair:** Edward Callahan  
**Secretary-Treasurer:** Ruth MacKenzie

## 2011 Certification Program Committee for the Certified Administrator of Volunteer Services (CAVS) Program

**Pamela Lemp**, CAVS, Houston, TX, Chair  
**Susan M. Dailey**, CAVS, Reston, VA  
**Joseph Dooley**, CAVS, Bedford, MA  
**Patricia A. Poulin**, CAVS, Seattle, WA  
**Stacy B. Scott Berteau**, CAVS, Sarasota, FL  
**Kay B. Weir**, CAVS, Kansas City, MO

### *Council for Certification in Volunteer Administration*

P.O. Box 467  
Midlothian, VA 23113  
804-794-8689  
[ccva@comcast.net](mailto:ccva@comcast.net)  
or [cavs@cvacert.org](mailto:cavs@cvacert.org)

Web: [www.cvacert.org](http://www.cvacert.org)

### *Association for Healthcare Volunteer Resource Professionals*

American Hospital Association  
One North Franklin  
Chicago, IL 60606  
312-422-3939  
[ahvrp@aha.org](mailto:ahvrp@aha.org)

Web: [www.todaysvolunteer.org](http://www.todaysvolunteer.org)

# TABLE OF CONTENTS

	<u>PAGE</u>
SPONSORING ORGANIZATION	4
ABOUT CCVA	4
ABOUT THIS CANDIDATE HANDBOOK	4
CAVS CERTIFICATION	4
STATEMENT OF NONDISCRIMINATION	4
ABOUT CERTIFICATION EXAMINATIONS	4
ELIGIBILITY REQUIREMENTS	5
EXAMINATION CONTENT AND TIMING	5
CAVS Examination Content Outline	6
CAVS Mock Exam	7
EXAMINATION PREPARATION	8
Content	8
Study Resources	8
EXAMINATION FEES	8
EXAMINATION ADMINISTRATION	9
Computer Administration	9
Test Location and Computer Requirements	9
Examination Proctors	10
Special Administration: Paper-and-Pencil	10
Special Arrangements for Candidates with Disabilities	11
Adhering to <i>Professional Standards of Conduct</i>	11
The Application Process	11
Rescheduling or Canceling an Examination	12
ON THE DAY OF THE EXAMINATION	12
Reporting for the Examination	12
Security	12
Verifying Identity	12
Candidate Comments	13
Rules for Examination	13
Copyrighted Examination Questions	13
AFTER THE EXAMINATION	14
Scoring the Examination	14
Passing the Examination	14
Failing the Examination	14
Scores Canceled by CCVA	14
Confidentiality	14
Duplicate Score Report	15
Name and Address Change	15
RENEWAL OF CERTIFICATION	15
Failure to Renew	15
APPEALS	15
CHECK LIST	16
CAVS EXAMINATION APPLICATION FORM	17
REQUEST FOR SPECIAL ACCOMMODATIONS FORM	19
DOCUMENTATION OF DISABILITY-RELATED NEEDS FORM	20

## **SPONSORING ORGANIZATION**

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 management of the CAVS certification process to the Council for Certification in Volunteer Administration (CCVA).***

## **ABOUT CCVA**

The Council for Certification in Volunteer Administration (CCVA) advances the profession and practice of volunteer resource management by certifying individuals in any setting who demonstrate knowledge and competence in the leadership of volunteers. The Council was created in 2006 as the new home for the Certified in Volunteer Administration (CVA) credential. Originally developed by the Association for Volunteer Administration (AVA) several decades ago, the CVA credential is an international certification awarded to practitioners with at least 3 years of experience who successfully complete an exam and written portfolio process. For more details about the Council and the CVA program, visit [www.cvacert.org](http://www.cvacert.org).

## **ABOUT THIS CANDIDATE HANDBOOK**

This Candidate Handbook provides information on how to apply for the Certified Administrator of Volunteer Services (CAVS) Examination. Keep this Handbook until after the examination is completed. Additional copies of this Handbook may be obtained by:

- Downloading a copy from [www.cvacert.org](http://www.cvacert.org) or [www.todaysvolunteer.org](http://www.todaysvolunteer.org)
- Contacting CCVA at 804.794.8689

## **CAVS CERTIFICATION**

The purpose of CAVS certification is to promote healthcare volunteer services management through the certification of qualified individuals by:

- Recognizing formally those individuals who meet the eligibility requirements of the CCVA and pass the examination.
- Encouraging continued personal and professional growth in the practice of healthcare volunteer services management.
- Providing a national standard of requisite knowledge required for certification; thereby assisting employers, the public and members of the health professions in the assessment of a healthcare volunteer services manager.

## **STATEMENT OF NONDISCRIMINATION**

CCVA does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability or marital status.

## **ABOUT CERTIFICATION EXAMINATIONS**

The certification examination is designed to test a well-defined body of knowledge representative of professional practice in the discipline. Successful completion of a certification examination verifies broad-based knowledge in the discipline being tested.

The content of each examination is defined by a role delineation study. The study involves surveying practitioners in the field to identify tasks that are performed routinely and considered important to competent practice. Each edition of a certification examination is developed through a combined effort of qualified subject-matter experts and testing professionals, who construct the examination in accordance with the Examination Content Outline.

## **ELIGIBILITY REQUIREMENTS**

To be eligible for the Certified Administrator of Volunteer Services (CAVS) Examination, a candidate must work in a job where at least 50% of his/her time is related to volunteer management. In addition, candidates must fulfill one of the following requirements for education / work experience:

- Baccalaureate degree or higher plus two (2) years of paid associated professional experience in healthcare volunteer services management\*.
- Associate degree or equivalent plus three (3) years of paid associated professional experience in healthcare volunteer services management\*.
- High school diploma or equivalent plus four (4) years of paid associated professional experience in healthcare volunteer services management\*.

\*Associated professional experience in healthcare volunteer services management refers to paid work experience in a healthcare setting or provider of services to a healthcare facility in planning and program development, management of personnel and finances, organization and delivery of services, outreach, advocacy, public relations and professional development.

## **EXAMINATION CONTENT AND TIMING**

The CAVS examination is composed of 100 multiple-choice questions. Candidates are allowed 2 hours in which to complete the examination.

The examination is based on six major content areas. Each content area is described by the list of tasks that follows the content heading in the Examination Content Outline. In addition, the number of examination questions devoted to each major content area is indicated.

Each question on the examination is also categorized by a cognitive level that a candidate would likely use to respond. These categories are:

- Recall: The ability to recall or recognize specific information;
- Application: The ability to comprehend, relate or apply knowledge to new or changing situations;
- Analysis: The ability to analyze and synthesize information, determine solutions and/or evaluate the usefulness of a solution.

## CAVS EXAMINATION CONTENT OUTLINE

### 1. Planning and Program Development: 16 items (*Recall – 3, Application – 10, Analysis – 3*)

- A. Assess healthcare organization or community need for volunteer programs.
- B. Collaborate with community organizations in meeting the healthcare organization or community need for programs.
- C. Conform programs to standards set forth by The Joint Commission (TJC).
- D. Provide direction for programs by incorporating the strategic plan, mission, vision and values of the department and the healthcare organization into the planning.
- E. Develop specific, consistent volunteer programs to meet the needs of the healthcare organization.
- F. Identify, analyze and utilize appropriate funding sources.
- G. Implement programs utilizing volunteer resources.
- H. Benchmark with comparable healthcare organizations to ensure quality, effective programming.
- I. Evaluate programs for effectiveness.

### 2. Management of Human Resources: 20 items (*Recall – 4, Application – 12, Analysis – 4*)

- A. Recruit volunteers effectively to meet the needs of the healthcare organization.
- B. Orient volunteers using standards set forth by TJC.
- C. Train volunteers for successful outcomes.
- D. Develop and regularly evaluate volunteer assignment descriptions.
- E. Place volunteers appropriately for individual interest and skills.
- F. Be responsible for supervision of volunteers.
- G. Delegate responsibilities for leadership in volunteerism.
- H. Evaluate volunteer performance.
- I. Terminate volunteers, using established guidelines and policies.
- J. Support Americans with Disabilities Act provisions as related to volunteers.
- K. Prepare criteria and evaluate staff through performance appraisals.
- L. Plan volunteer recognition events and individual and community recognition of volunteers.

### 3. Finance: 12 items (*Recall – 3, Application – 7, Analysis – 2*)

- A. Develop, monitor and prepare reports for annual operating budget.
- B. Establish procedures and monitor the receiving, recognizing and allocating of monetary contributions.
- C. Coordinate fundraising activities or events.
- D. Manage ongoing business projects such as Gift Shop/Thrift Shop for maximum fundraising potential.
- E. Act as advisor to auxiliaries or other fundraising affiliates on tax issues and state and federal laws for nonprofits, federal or proprietary organizations.

### 4. Organization and Management of Services: 17 items (*Recall – 4, Application – 10, Analysis – 3*)

- A. Work with staff and volunteers to ensure compliance with internal/external standards.
- B. Participate in the healthcare organization's quality management plan.
- C. Conduct or assist in research projects.
- D. Be involved with relevant committees within the healthcare organization and community.
- E. Develop reports that promote volunteerism and establish programs as credible resources for the healthcare organization.
- F. Develop assignment guidelines/descriptions for volunteers and job descriptions for staff.
- G. Work with healthcare organization management for more effective volunteer staffing.
- H. Assess the need for volunteer programs and projects within the healthcare organization and community.
- I. Prepare, maintain and update policy and procedures for an effective, visible volunteer program.
- J. Maintain an accurate database of volunteer hours and other pertinent volunteer data.
- K. Give public presentations for recruitment and to promote volunteerism.
- L. Develop, monitor and accomplish program goals and objectives.
- M. Review programs and services to maximize risk management.
- N. Comply with laws pertaining to volunteerism.

### 5. Outreach, Advocacy and Public Relations: 21 items (*Recall – 8, Application – 13, Analysis – 0*)

- A. Maintain network with allied health professions, community programs, volunteer centers and other programs with a volunteer focus.
- B. Advocate for rights of volunteers.
- C. Work with the public relations department of the healthcare organization or local media in publicizing volunteer efforts and programs.
- D. Write articles, design flyers and create promotional materials for publicity purposes.
- E. Support AHA healthcare initiatives.
- F. Utilize e-mail, Internet connections and other technological connections in learning best practices for volunteerism.

### 6. Professional Development: 14 items (*Recall – 3, Application – 8, Analysis – 3*)

- A. Plan and implement staff development.
- B. Enhance professional knowledge.

## CAVS MOCK EXAM

A set of sample exam questions is provided below. In addition, this CAVS Mock Exam is available on-line in order to help you become familiar with the electronic format and to confirm computer compatibility. After registering as a CAVS candidate you will be given instructions on how to access the on-line CAVS Mock Exam, and may take it as many times as you wish.

1. Benchmarking is an organizational improvement process for
  - A. recruiting volunteers.
  - B. assessing best practices.
  - C. recognizing individual work performance.
  - D. measuring organizational performance against an absolute standard.
  
2. The Joint Commission standards for environment of care require that the Volunteer Services department have
  - A. a cost reduction plan.
  - B. a value analysis program.
  - C. an employee development plan.
  - D. an emergency preparedness plan.
  
3. From the following employee data, calculate the number of FTEs during a one-week (40-hour) pay period:  
1 staff member with 20 hours; 2 staff members with 60 hours each; 4 staff members with 50 hours each; 8 staff members with 40 hours each.
  - A. 14.5
  - B. 15.0
  - C. 16.5
  - D. 18.0
  
4. An Information Desk volunteer informs the administrator of volunteer services that she has a disability with her eyesight, but would like to remain in her volunteer role. Which of the following will allow the administrator to accommodate the volunteer's request?
  1. splitting tasks with assignment sharing
  2. modifying the work environment
  3. altering the position description
  4. discussing an alternative placement
  - A. 1, 2, and 3 only
  - B. 1, 2, and 4 only
  - C. 1, 3, and 4 only
  - D. 2, 3, and 4 only
  
5. Written materials such as recruitment posters and promotional brochures should be developed for which of the following reading levels?
  - A. 5<sup>th</sup> grade
  - B. 6<sup>th</sup> grade
  - C. 7<sup>th</sup> grade
  - D. 8<sup>th</sup> grade

6. The administrator of volunteer services is developing long-term projections for growing the volunteer program. Which of the following professional development strategies is most important to consider when planning for this growth?
- A. leveraging the needs of the program and the community
  - B. understanding the vision, mission, and long-range goals
  - C. serving on internal planning and development committees
  - D. researching future demographics and healthcare trends

**ANSWER KEY**

- 1. B      4. A
- 2. D      5. B
- 3. C      6. D

**EXAMINATION PREPARATION**

**CONTENT**

Candidates who have passed the CAVS Examination report that study should begin by reviewing the Examination Content Outline. Review the content categories and related tasks, identifying those tasks that are not performed regularly and are not familiar. Then, focus study on those unfamiliar tasks. Remember that all questions in the CAVS Examination are job-related and test comprehension and application of information, not just recall of isolated facts.

**STUDY RESOURCES**

CCVA recommends that review for the CAVS Examination focus on references and programs that cover the information summarized in the CAVS Examination Content Outline. It should not be inferred that questions in the examination are selected from any single reference or set of references or that study from specific references guarantees a passing score on the examination. For information about references, study guides and study sessions offered by the Association for Healthcare Volunteer Resource Professionals, visit [www.todaysvolunteer.org](http://www.todaysvolunteer.org).

**EXAMINATION FEES**

CAVS candidates must submit the appropriate fee according to the following schedule:

Member of AHVRP	\$250
Non-member	\$375

Payment may be made by credit card using PayPal on the CCVA website, or by check made payable to CCVA. Fees are nonrefundable. However, the application fee may be transferred to a future examination date by requesting a rescheduling of testing.

# **EXAMINATION ADMINISTRATION**

## **COMPUTER ADMINISTRATION**

The CAVS exam is offered throughout the year via the internet using the web-based **SofTest** system developed by **ExamSoft**. This is a highly reliable system used by 31 State Supreme Courts for delivery of the Bar and Legal Specialization exams, and at over 140 colleges and universities.

## **TEST LOCATION AND COMPUTER REQUIREMENTS**

You may take the CAVS exam at a location of your choice, wherever there is a computer in a quiet room free of distraction. However, due to the security features of the **ExamSoft** system you may find it easiest to use your own laptop or home computer. Individuals who choose to take the exam at a computer in their workplace may encounter more technical issues related to internal firewalls, etc. If you do choose to take your exam at the workplace, be sure to take steps to address these security issues in advance of the test date by downloading the CAVS Practice Exam prior to the test date, as discussed later in this document.

CAVS candidates must use a computer that meets the following **ExamSoft** specifications:

### PC System Requirements:

- CPU = 1 GHz Pentium III or Industry Equivalent
- RAM = 1GB
- Drives = 50 MB of free space
- Operating System = English 32-bit Versions of Windows XP or Vista or 64-bit Versions of Windows Vista
- Software = Internet Browser
- Internet Access for **SofTest** Installation, Exam Download and Upload
- AOL users = Version 6.0 or higher required
- Screen resolution must be 1024x768 or higher

### Apple Macintosh Users:

- A Mac computer with an Intel processor
- OSX version 10.5.8 or higher (Leopard, Snow Leopard)
- 50MB or more free disk space (100MB recommended)
- 512MB or higher memory (1GB recommended)
- Internet connection for downloading / uploading exams

Whether or not you have previous experience with on-line testing, it is very important to read these instructions carefully and allow plenty of time to become familiar with the format and technical aspects. **DO NOT LEAVE THIS UNTIL THE LAST MINUTE!**

You will receive instructions on how to download the e-testing software and access the online CAVS Mock Exam. It is very important that you then begin using the software so you can get used to the system well before your real exam date.

You may access the **SofTest** software and the CAVS Mock Exam as many times as you wish, and on multiple computers. **HOWEVER: It is critically important to take the CAVS Mock Exam at least once on the computer you will be using to take the real exam. This will enable you to solve any technical difficulties ahead of time.**

The **SofTest** system requires use of the following passwords:

- Each candidate will be given an assigned ID number and password. This is what you need to download the **SofTest** software onto your computer.

- Once you have downloaded the software, you need another password to access the CAVS Mock Exam. That password is “**practice**”.
- On your scheduled test day, your proctor will provide the password you need to access the real CAVS Exam.

If you are having **technical difficulties** downloading the exam software or other computer-related problems, contact **ExamSoft** directly at [support@examsoft.com](mailto:support@examsoft.com) or 866-429-8889.

## EXAMINATION PROCTORS

You must arrange for a proctor to supervise your examination. More specifically, your exam proctor will:

- Provide you with the exam password to access the CAVS exam. This password will be emailed from CCVA to your proctor two days prior to your scheduled exam date.
- Ensure that you do not have access to any printed or electronic materials during the exam, except for the exam itself. Candidates are not allowed any paper or writing tools while taking the exam.
- Remain in the testing room with you during the entire 2-hour testing period, and avoid any distracting behavior.
- Assist you in contacting **ExamSoft** if there are technical difficulties while accessing or taking the CAVS exam. **ExamSoft** technical support is available at all times, and specific phone numbers will be provided to your proctor.

Options for possible proctors include, but are not limited to:

- Your workplace supervisor or HR staff
- Staff at a local college testing center
- Your local library

**Your proctor may NOT be:**

- **An individual whom you supervise directly**
- **A relative or family member**
- **A person with CAVS certification or who may be a future CAVS candidate**

When you are ready to schedule your test date, and have arranged a test site and someone willing to serve as your test proctor, please provide the following information to CCVA at [ccva@comcast.net](mailto:ccva@comcast.net)

- Your name
- Requested test date
- Proctor’s name, e-mail address and phone number
- The proctor’s relationship to you, the candidate
- Location where you plan to take the exam

When your test site and proctor have been approved by CCVA, further instructions will be sent.

## SPECIAL ADMINISTRATION: PAPER-AND-PENCIL

A pencil and paper version of the exam **is** administered at the AHVRP annual conference, and also at some state conferences by special arrangement. The same application process applies to all administrations of the exam, whether taken online or in person at an event.

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 1 month prior to the conference date.

## **SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES**

CCVA complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability. CCVA will provide reasonable accommodation for a candidate with a disability who requests accommodation.

A candidate with a visual, sensory or physical disability that prevents taking the examination under standard conditions may request special accommodations and arrangements. For either a computer administration or a special administration, complete the *Request for Special Examination Accommodations* form included in this Handbook and submit it with an application and fee.

## **ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT**

The Council for Certification in Volunteer Administration is responsible to its candidates, certificants, employers, the profession and the public for ensuring the integrity of all processes and products of its certification programs. As such, CCVA requires adherence to *Professional Standards of Conduct* by all who have achieved CAVS certification.

*Professional Standards of Conduct:* A certificant who is awarded certification by CCVA agrees to conduct himself/herself in an ethical and professional manner. This includes demonstrating practice-related behavior that is indicative of professional integrity. By accepting CAVS certification, the certificant agrees to:

- Maintain professional competence;
- Demonstrate work behavior that exemplifies ability to perform safely, competently and with good judgment;
- Conduct professional activities with honesty and integrity;
- Avoid discriminating against any individual based on age, gender, race, color, religion, national origin, disability or marital status;
- Avoid conflicts of interest;
- Abide by the laws, rules and regulations of duly authorized agencies regulating the profession; and
- Abide by rules and policies governing certification programs conducted by the CCVA.

**A candidate's signature on an application for examination attests to adherence to *Professional Standards of Conduct*.**

## **THE APPLICATION PROCESS**

To apply for the CAVS Examination, complete and submit a hard-copy application form (contained in this Handbook) and appropriate documentation to demonstrate eligibility. The appropriate fee may be paid via credit card on the CCVA website, or by enclosing check or money order with the application form.

To be eligible for the reduced CAVS Examination fee, enter your name, address and membership number exactly as they appear in AHA's membership database. Your preferred mailing and email addresses designated in AHA's membership database will be used for all records and communications. For information on your membership record, please contact AHA's Member Service Center at 312-422-2765.

CCVA reserves the right to verify information supplied by or on behalf of a candidate. If selected for an audit, the candidate will be asked to submit further documentation supporting eligibility. An application is considered complete only if all information requested is included, legible and accurate; if the candidate is eligible for the examination; and if the appropriate fee accompanies the application.

If special accommodations are being requested, complete the *Request for Special Examination*

*Accommodations* form included in this Handbook and submit it with the application.

When your application has been received and approved, CCVA will notify you by email and provide more details about the **SofTest** on-line system and how to access the CAVS Practice Test. If a confirmation notice is not received within 4 weeks, contact CCVA at 804.794.8689 or [ccva@comcast.net](mailto:ccva@comcast.net)

A candidate's application is valid for 90 days, during which the candidate must:

- schedule a test day
- arrange a test location
- identify an individual to serve as proctor
- communicate this information to CCVA

A candidate who fails to take these steps within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

## **RESCHEDULING OR CANCELING AN EXAMINATION**

Fees are nonrefundable. However, a candidate who is unable to test as scheduled may opt to reschedule once at no charge by contacting CCVA at 804.794.8689 or [ccva@comcast.net](mailto:ccva@comcast.net)

A candidate who wishes to reschedule a second time must pay a \$100 rescheduling fee. A new application is not required. The examination must be rescheduled within 90 days of the date of the originally scheduled testing session.

A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A new, complete application and examination fee are required to reapply for examination.

## **ON THE DAY OF THE EXAMINATION**

### **REPORTING FOR THE EXAMINATION**

You may take the on-line CAVS Exam during any 2-hours timeframe on your scheduled test day. Remember to bring your identification number and personal password with you, as you will need it to access the exam.

If you are taking a special administration paper-and-pencil exam, report to the testing room at the time provided by CCVA. The examination will begin after all scheduled candidates are checked-in and seated. Follow the signs provided in the hotel/convention center to locate the testing room. A candidate who arrives more than 15 minutes after the scheduled testing time is not admitted.

A candidate who is not admitted due to late arrival has 90 days from the originally scheduled examination session to remit the \$100 rescheduling fee and contact CCVA to schedule a new appointment for a computer administered examination. A new application is not required.

### **SECURITY**

CCVA maintains examination administration and security standards that are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities. The testing environment is continuously monitored by a proctor.

## **VERIFYING IDENTITY**

In the case of a paper-and-pencil administration, or if your proctor does not know you, you must provide proper identification. Acceptable forms of photo identification include: a current driver's license with photograph, a current state identification card with photograph, a current passport, or a current military identification card with photograph. Employment ID cards, student ID cards and temporary identification cards are NOT acceptable as primary identification, but may be used as secondary identification. Secondary identification must be current and must verify the candidate's name and signature. A candidate without proper identification is not permitted to test.

## **CANDIDATE COMMENTS**

CAVS candidates may send comments via email to CCVA following the on-line exam. For a paper-and-pencil administration, comments may be provided on the answer sheet on the day of the examination. Comments will be reviewed, but individual responses will not be provided.

## **RULES FOR EXAMINATION**

No personal items (other than keys, wallets and items required for medical or personal needs), books, papers, calculators, computers, dictionaries or other reference materials may be taken into the testing room. No valuables or weapons should be brought to the testing room.

No personal pens, pencils or other writing instruments are allowed in the testing room.

Examinations are proprietary. No cameras, notes, tape recorders, Personal Digital Assistants (PDAs), pagers or cellular phones are allowed in the testing room.

No documents or memoranda of any kind are to be taken from the testing room. Each candidate will be provided one sheet of scratch paper and a pen that must be returned to the supervisor at the completion of testing.

No questions concerning the content of the examination may be asked during the examination.

Permission from the examination proctor is required to leave the testing room during the examination. No additional time is granted to compensate for time lost.

No guests, visitors or family members are allowed in the testing room.

A candidate may be dismissed from the examination for misconduct. Specific examples of misconduct follow:

- The candidate's admission to the examination is unauthorized.

- The candidate creates a disturbance, is abusive or otherwise uncooperative.

- The candidate uses outside notes, references or unauthorized aids.

- The candidate gives or receives help or is suspected of doing so.

- The candidate attempts to remove examination materials or notes from the testing room.

- The candidate attempts to take the examination for someone else.

Violation of any of the above provisions results in dismissal from the examination session. The candidate's score on the examination is voided and examination fees are not refunded. Evidence of misconduct is reviewed by the Appeal Board of CCVA to determine whether the candidate will be allowed to reapply for examination. If re-examination is granted, a complete application and examination fee are required to reapply.

## **COPYRIGHTED EXAMINATION QUESTIONS**

All examination questions are the copyrighted property of the CCVA. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these examination questions by any means, in whole or in part. Doing so may result in severe civil and criminal penalties.

## **AFTER THE EXAMINATION**

CAVS candidates receive their score report within 30 days of taking the exam. Score reports are issued by CCVA and mailed in written form only. Scores are not reported over the telephone, by electronic mail or by facsimile. Recognition of certification and additional information related to renewing the certification are also included with the exam score report.

## **SCORING THE EXAMINATION**

The score report indicates a "Pass" or "Fail." Raw score on the total examination determines Pass/Fail status. Additional detail is provided in the form of raw scores by major categories of the Examination Content Outline. A raw score is the number of questions answered correctly. Even though the examination consists of 110 questions, the score is based on 100 questions. Ten (10) questions are "pretest" questions and do not affect the candidate's score.

## **PASSING THE EXAMINATION**

A candidate who passes the CAVS Examination is awarded the Certified Administrator of Volunteer Services (CAVS) credential. CCVA and AHVRP reserve the right to recognize publicly any candidate who has successfully completed the CAVS Examination. Recognition is awarded so as not to embarrass any candidate who is unsuccessful in an attempt to achieve certification.

Name, address, telephone number and email address of a candidate who passes the Examination will be shared with the professional membership society. Scores are never reported. If you do NOT wish to have your personal information shared, please opt out by contacting the CCVA.

## **FAILING THE EXAMINATION**

Candidates who fail the exam may re-test after waiting at least 30 days. There is a re-testing fee of \$50. Candidates wishing to re-take the CAVS exam must notify CCVA within 90 days following the failed examination to schedule a new test date with CCVA, and confirm their test location and proctor.

A candidate who applies for re-examination after 90 days following the failed examination must submit the full application and examination fee.

There is no limit to the number of times an individual may take the CAVS Examination.

## **SCORES CANCELED BY CCVA**

CCVA is responsible for the integrity of the scores reported. On occasion, occurrences, such as computer malfunction or misconduct by a candidate, may cause a score to be suspect. CCVA is committed to rectifying such discrepancies as expeditiously as possible. CCVA may void examination results if, upon investigation, violation of CAVS regulations is discovered.

## **CONFIDENTIALITY**

Information about a candidate for testing or renewal of certification and examination results is considered confidential. However, CCVA reserves the right to use information supplied by or on behalf of a candidate in the conduct of research. Studies and reports concerning candidates contain no information identifiable with any candidate, unless authorized by the candidate. Demographic information about a

candidate is shared only in cases where the candidate may benefit. Scores are never reported to anyone other than the candidate, unless the candidate directs such a request in writing.

## **DUPLICATE SCORE REPORT**

A candidate may purchase additional copies of the score report at a cost of \$25 per copy. The request must be submitted to CCVA, in writing, and must include the candidate's name, unique identification number, mailing address, telephone number, date of examination and examination taken. Submit this information with the required fee payable to CCVA. The duplicate score report will be mailed within 3 weeks after receipt of the request.

## **NAME AND ADDRESS CHANGE**

Please notify CCVA of any name or address change. Also, please provide a valid email address, as communication from CCVA is primarily by email. (Many candidates prefer to use personal home email address, as it is less likely to change and avoids workplace spam filters.)

## **RENEWAL OF CERTIFICATION**

Attaining certification is an indication of mastery of a well-defined body of knowledge at a point in time. Periodic renewal of the certification is required to maintain certified status. The CAVS credential is valid for three (3) years. A certificant may renew the CAVS credential through one of two routes:

1. Successful re-examination and payment of the \$50 exam fee; or
2. Documentation of 45 contact hours of continuing professional education over the 3-year period and payment of the renewal fee.

More information about the renewal process is provided to candidates who pass the examination in a certification package sent by CCVA. A copy of the CAVS Renewal Application is also available from the AHVRP website [www.todaysvolunteer.org](http://www.todaysvolunteer.org). CAVS certificants receive multiple notices of pending expiration from the AHVRP, provided that a current e-mail address is on file with the AHVRP.

## **FAILURE TO RENEW**

A certificant who fails to renew his/her certification is no longer considered certified and may not use the CAVS credential in professional communications, such as on letterhead, stationery and business cards, in directory listings and in signature. To regain certification, the individual must retake and pass the CAVS Examination.

## **APPEALS**

All appeals by a CAVS candidate must be submitted in writing to CCVA within 60 days of notification of denial of credits and/or re-certification. CCVA will acknowledge receipt of all appeals in writing within 30 days of receipt of appeal. All appeals are confidential.

CCVA staff will attempt to resolve all appeals within 60 days of receipt of appeal in accordance with the CCVA Board-approved guidelines. Appeals not resolved by staff will be referred to the CVA Credential Committee for resolution. If resolution is not reached, the decision will be referred to the CCVA Board of Directors and their decision is final.

## **CHECK LIST**

- ✓ Read the CAVS Candidate Handbook.
- ✓ Complete the CAVS Application (included in this Handbook) and mail to:  
CCVA, P.O. Box 467, Midlothian, VA 23113
- ✓ Pay the application fee, either by check or with credit card on CCVA's website.
- ✓ When confirmation of eligibility is received from CCVA, schedule your test day and arrange a test location and proctor. Email this information to CCVA at [ccva@comcast.net](mailto:ccva@comcast.net)
- ✓ Take the on-line CAVS Practice Test at least once on the computer you plan to use for the real exam.
- ✓ Appear on time for the scheduled examination, with your individual ID and password.

***Good luck on attaining the CAVS credential!***



## Certified Administrator of Volunteer Services (CAVS)

### APPLICATION

Send the completed form with required documentation  
and fee to:

CCVA, P.O. Box 467, Midlothian, VA 23113

#### PERSONAL INFORMATION

I am a member of AHVRP. My Member Number is \_\_\_\_\_  
(If you have applied for membership but have not yet received your membership number,  
enter NEW in the space provided for membership number.)

I am a Non-member. I understand CCVA will assign me a unique identification number.

Name (Please enter names as you wish them to appear on your CAVS certificate.)

\_\_\_\_\_

Position Title: \_\_\_\_\_

Employer: \_\_\_\_\_

Preferred Mailing Address (Street Address, City, State/Province, Zip/Postal Code, Country):

\_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_

Preferred E-mail Address: \_\_\_\_\_

#### EXAMINATION TYPE

I am applying for the on-line CAVS Examination.

I am applying for a special paper-and-pencil CAVS Exam administration, scheduled as follows:

Date: \_\_\_\_\_ Location: \_\_\_\_\_

#### ELIGIBILITY REQUIREMENTS

To be eligible for the CAVS Examination, a candidate must fulfill one of the following requirements for education / work experience. Please indicate which category applies to you.

Baccalaureate degree or higher plus two (2) years of paid associated professional experience in healthcare volunteer services management\*.

- Associate degree or equivalent plus three (3) years of paid associated professional experience in healthcare volunteer services management\*.
- High school diploma or equivalent plus four (4) years of paid associated professional experience in healthcare volunteer services management\*.

\* Associated professional experience in healthcare volunteer services management refers to paid work experience in a healthcare setting or provider of services to a healthcare facility in planning and program development, management of personnel and finances, organization and delivery of services, outreach, advocacy, public relations and professional development.

- In addition, I confirm that at least 50% of my current position is related to volunteer management.

**Please attach a brief summary of your education and employment history, to document how you meet these eligibility requirements.**

**APPLICATION STATUS**

- I am applying as a new CAVS candidate.
- I am re-applying as a CAVS because \_\_\_\_\_.
- I am applying to take the CAVS Examination in order to renew my certification.

**MEMBERSHIP STATUS and DISCOUNT**

To be eligible for the reduced CAVS Examination fee, a candidate must be a current member of AHVRP. For information on joining the Association for Healthcare Volunteer Resource Professionals (AHVRP), visit [www.todaysvolunteer.org](http://www.todaysvolunteer.org). Membership must be obtained before application for examination at the reduced fee can be honored.

**EXAMINATION FEE**

Payment may be made by credit card via the CCVA website (a PayPal account is not required), or by check or money order made payable to CCVA.

- Member of AHVRP: \$250
- Non-member: \$375

**SPECIAL ACCOMMODATIONS**

Do you require special disability related accommodations during testing?  No  Yes

If yes, please complete the *Request for Special Examination Accommodations* form on the next page and submit it with your application and fee.

I certify that I have read all portions of the CAVS Candidate Handbook including the *Professional Standards of Conduct*. I agree to abide by regulations contained therein. I certify that the information I have submitted in this application is complete and correct to the best of my knowledge and belief. I understand that, if the information I have submitted is found to be incomplete or inaccurate, my application may be rejected or my examination results may be delayed or voided.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS

If you have a disability covered by the Americans with Disabilities Act, please complete this form and the Documentation of Disability-Related Needs (see next page) so your accommodations for testing can be processed efficiently. The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality. Please return this form with your examination application and fee to CCVA.

CANDIDATE NAME: \_\_\_\_\_

## SPECIAL ACCOMMODATIONS

I request special accommodations for the CAVS examination.

Please provide (check all that apply):

- Special seating or other physical accommodation
- Reader
- Extended testing time (time and a half)
- Separate room (paper-and-pencil administration only)
- Large print test (paper-and-pencil administration only)
- Circle answers in test booklet (paper-and-pencil administration only)
- Other special accommodations (Please specify.):

Comments:

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Return this form with your examination application and fee to: CCVA, P. O. Box 467, Midlothian, VA 23113.  
If you have questions, contact CCVA at 804.794.8689 or [cavs@cvacert.org](mailto:cavs@cvacert.org)

