



Certified in Volunteer Administration

CANDIDATE HANDBOOK

2010

- ❖ **Registration Period: October 1, 2009 - March 1, 2010**
- ❖ **Local proctors and test sites must be identified by all candidates by April 30, 2010**
- ❖ **CVA Exam: May 26, 2010 (via the internet)**
- ❖ **Deadline for Submission of Portfolio: December 31, 2010**

Statement of Nondiscrimination Policy

CCVA does not discriminate among applicants on the basis of age, gender, race, religion, national origin, disability, sexual orientation or marital status. The CVA credentialing program is open to salaried and non-salaried individuals in the field of volunteer resource management.

Council for Certification in Volunteer Administration
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THE CVA CREDENTIAL

Certified in Volunteer Administration (CVA) is a professional certification in the field of volunteer resources management. Originally developed by the Association of Volunteer Administration (AVA), the program is now sponsored by the Council for Certification in Volunteer Administration (CCVA). This credential recognizes practitioners in the field of volunteer resources management who meet specified standards as measured through a process of testing and peer review.

CCVA promotes the standards for volunteer resources management as stated in *Professional Ethics in Volunteer Administration*, and views these principles as an essential part of one's competence in the field. Candidates for the CVA credential are required to affirm their intent to uphold these ethical standards.

An international CVA registry is maintained on the CCVA web site.

Note: Any eligible individual from any country may earn the CVA credential. However, at this time CCVA publishes the exam only in English, and all texts are in English.

CORE COMPETENCIES

A core competency is defined for the CVA program as the knowledge, skills and ability (KSAs) required for competent/satisfactory practice in the field of volunteer resource management. The CVA Core Competencies were identified by topic experts in the field and verified through a membership survey.

CVAs will successfully demonstrate knowledge and application skills required for competent practice in the following areas:

- Ethics
- Organizational Management
- Human Resources Management
- Accountability
- Leadership and Advocacy

CVA ASSESSMENT PROCESS

The performance-based CVA program consists of a two-part measurement format to capture a candidate's knowledge and application skills based on practical experience.

Candidates must pass both components in order to earn the CVA credential.

More specifically, the two components are:

The CVA Portfolio

- Philosophy Statement: 100-250 words
- Ethics Case Study: 100-250 words
- Management Narrative based on CVA Core Competencies: 1500-1750 words
- All three components must be submitted at the same time. A panel of trained CVAs conducts a peer review of Portfolio submissions based on clearly defined criteria.
- All scores are identified as pass/fail.

The CVA Examination

- 80 multiple choice questions
- All questions are documented to the specific books and articles.
- Two-hour proctored examination is offered via the internet once a year on the 4th Wednesday in May
- Candidates are responsible for arranging an appropriate proctor to sit with them during the exam.
- The examination is developed by trained topic expert volunteers on the CVA Test Committee
- All scores are identified as pass/fail.

"The CVA process is valuable for anyone who is a serious volunteer manager... For me, it was an affirmation of practices, gaining new insights and thinking through why I hold certain views... a circular but important process."

*Mary Y. Matayoshi, CVA
Honolulu, HI USA*

Use of the CVA Appellation

Individuals successfully completing both components of the credentialing process may use the **CVA** appellation after their names.

Eligibility Criteria

- The equivalent of at least three years of full-time volunteer resources management experience, salaried or non-salaried.
- A minimum of 30% of an applicant's current position is related to volunteer resources management.
- Two letters of professional recommendation from supervisors, colleagues, etc.

Registration

Registrations are accepted between October 1 and March 1. Submit the completed application form, two letters of recommendation from an individual in a senior position or colleague and appropriate fees to the CCVA office.

Registration Fee

Early Bird (Oct. 1 – Dec. 31)	\$ 200 US
Regular (Jan. 1 – March 1)	\$ 250 US

Discounted fees for members of Points of Light Institute/Hands On Network or Association for Leaders in Volunteer Engagement (ALIVE):

Early Bird (Oct. 1 – Dec. 31)	\$ 185 US
Regular (Jan. 1 – March 1)	\$ 215 US

CVA Toolkit and Reader

Upon registration the CVA Toolkit and Reader are e-mailed to candidates. These materials contain primary reference articles, a self-assessment tool, key terms, and study tips on how to prepare for multiple-choice examinations. Sample portfolios and a sample multiple-choice test are also included.

Refunds

Refunds will not be granted to individuals requesting to withdraw from either portion of the CVA program after March 1. Appeals will be reviewed by CCVA in cases where a special circumstance (such as a medical emergency) may warrant a refund. Appeals must be submitted in writing to CCVA.

THE CVA PORTFOLIO

Candidates must submit a completed portfolio by the end of 2010. The portfolio has three sections:

- Personal Philosophy Statement
- Ethics Case Study
- Management Narrative

Submission Instructions

All sections of the Portfolio must be submitted at the same time. All submissions become the property of CCVA.

Peer Assessment Criteria

All submissions are scored on a pass/fail rating scale.

Sample Portfolio

Sample philosophy statements, ethics case studies and management narratives are included in the CVA Toolkit, provided to all registered candidates.

Philosophy Statement

Writing a statement of philosophy of volunteerism has been an exercise many CVAs say was their most profound experience in the credentialing process. The Statement must be:

- Reflective
- Personal
- Well written
- 100-250 words in length

Ethics Case Study

Ethical decision-making is a critical skill in today's workplace. CVA candidates demonstrate their ability to identify an ethical dilemma and its implications based on the core values of the profession. The Case Study must be:

- Substantive
- Related to the CCVA core values
- Well written
- 100-250 words in length

The Management Narrative

A management narrative is a written analysis of a successful or unsuccessful program or project in which the candidate was or is involved as a volunteer resources manager or administrator. The Narrative must be:

- An analytical description of strengths and weaknesses
- A rationale for actions, results and consequences
- Sufficiently broad in scope to cover the five CVA core competencies
- Well written
- 1500-1750 words in length

“The process of applying, testing, writing my portfolio and receiving my credential has greatly enhanced my reputation as an expert in the field of Volunteer Management. Because I work with people that manage volunteers in a very large state, I felt it was absolutely necessary to have specialized training in this field and the Council for Certification in Volunteer Administration gave me that opportunity.”

*Sherry Hostetter, CVA
Texas Association Against Sexual Assault
Austin, TX USA*

THE CVA EXAMINATION

Content expert volunteers develop an examination that accurately reflects the roles, responsibilities, knowledge and skill sets required for competent practice by individuals in volunteer resources management.

The examination is based on a Job Analysis Study that identified the skills and knowledge needed to competently meet the responsibilities of an individual with a minimum of three years experience in the field of volunteer resources management.

Primary References

The Primary Reference List includes texts and articles in volunteer resource management. All questions on the examination are documented to the Primary Reference List. These books and articles are standard references that many volunteer administrators may already own. They are available through major publishers in the field and as downloadable documents from the internet.

The list of specific texts and articles on which the May 2010 exam is based is available on the CCVA website.

CVA Content Outline

The CVA Content Outline is based on a Job Analysis Study of practitioners in the field that identified the knowledge, skills and abilities required for competent practice for an individual with three years of experience in volunteer resources management. A detailed Content Outline (updated in 2008) is included in the CVA Toolkit.

Test Specifications

The CVA examination has two sections:

- 55 multiple-choice questions based on the CVA Content Outline
- 25 multiple-choice questions based on case studies

Both sections are included in the overall score. The multiple-choice questions test your knowledge and your ability to apply that knowledge to specific situations outlined in the case studies. Each question qualifies for one point.

E-Testing and Proctors

The CVA exam is offered using ExamSoft web-based testing software.

Candidates have a full two hours to take the examination at a computer location of their choice, and proctors must be present for the entire testing period. A practice test will be available during the weeks prior to the exam date so that candidates can familiarize themselves with the test process and format.

Candidates are expected to specify a test location and proctor by April 30. Many options are available, such as a volunteer center, college, or one's own organization. CCVA can assist candidates with identifying a proctor, and will provide specific guidance to all proctors regarding their role.

Exam Results

Test results are sent by mail ONLY to the individual candidate. Results will not be given by telephone, fax or e-mail. CCVA is concerned with only reporting valid scores. On rare occasions, circumstances may invalidate test scores. CCVA retains the right to cancel or withhold any exam scores. Invalid scores fall into two categories:

(a) Doubts may be raised by the examination administrator or another candidate of suspected misconduct or cheating by a candidate. Candidates are expected to cooperate with any investigation to determine if the score is invalid.

(b) In rare instances, there may be a problem with the examination materials or the test site. Such situations will be investigated and a determination made. Scores will not be invalid in these instances.

In addition, CCVA may cancel or invalidate any candidate's score if, upon investigation, violation of policies is established.

Questions about the Examination

Candidates have two opportunities to raise questions about the examination:

- A comment form will be provided at the end of the exam.
- Candidates may also forward their comments in writing to CCVA within 10 business days of the examination.

All questions concerning the examination are reviewed by staff and volunteers prior to candidates being notified of test results.

Candidates do **not** have access to their examinations or to specific questions after taking the exam. Any complaints about the conduct of the examination should be submitted in writing to CCVA within 10 days following the examination.

Special Accommodations

If you have a disability covered by the Americans with Disabilities Act you may request special accommodations by completing the appropriate section of the

Registration Form. The information you provide regarding your disability and your need for accommodation will be treated with strict confidentiality.

CANDIDATE SUPPORT

In order to encourage candidates throughout the CVA process and to maximize the potential for success, CCVA offers several types of support:

- Optional conference calls to review requirements for both the Exam and the Portfolio components
- A list serve for candidate questions and mutual support
- Individual matching with CVA volunteers who can provide general guidance and support

Participation in any of these is voluntary and in no way guarantees successful completion of the credentialing process.

APPEALS

All appeals by a CVA candidate must be submitted in writing to CCVA within 60 days of notification of denial of credits and/or recertification. 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.

RENEWAL

General Guidelines

CVAs must participate in ongoing professional development to maintain their CVA status. Upon earning the CVA credential it remains valid for five calendar years.

Renewal Credit Units

The basic CVA renewal credit unit is the Professional Development Unit (PDU). A wide variety of activities that promote continued learning, professional development or leadership in the field may be submitted for PDU credit toward renewal of the CVA credential.

Credit Requirements

CVAs must earn 35 PDUs per five-year Renewal Cycle. Professional Development Units (PDUs) may be accrued starting on the date the CVA credential is awarded. All 35 credits must be earned during the current cycle and PDUs cannot be carried over to the next cycle.

In addition, a personal philosophy statement of 100-250 words must be submitted as part of the renewal process.

Upon earning the CVA, individuals receive a copy of the CVA Renewal Guidelines with complete instructions and details on how to earn and track PDUs.

"I cannot begin to tell you how proud I am to have this credential. Truly, for me this was probably the single most important exercise that has helped me to really value what I do as a volunteer administrator and really commit to the profession. I did not find it easy to do, but it was worth it. Thank you!"

Anne Breakey Hart, Toronto, ON, Canada

"What my CVA has done for me personally is reinforce that I do know a lot about volunteerism and that I'm a good volunteer administrator. Professionally, I think it has gained me respect from colleagues and the volunteers I supervise, especially when they find out the credential is recognized internationally and that it is a voluntary effort."

Susan Vavra, CVA, College Station, TX USA

"The process to earn my CVA gave me the opportunity to build relationships with other professionals in my community who were working toward the same goal. Having my CVA has also allowed me to better advocate for my staff to also earn the credential. They see that I have it, so they see the value in earning it as well...In my current position as Director of Human and Volunteer Resources, I have renewed my CVA credential as proof that our organization is still dedicated to excellence in volunteer management."

Holly Denniston, MPA, CVA, Portland, OR USA

PROFESSIONAL ETHICS IN VOLUNTEER ADMINISTRATION

As a professional in volunteer administration I accept responsibility:

to develop a personal, coherent philosophy of volunteerism as a foundation for working with others in developing volunteer programs;

to help create a social climate through which human needs can be met and human values enhanced;

to promote understanding and the actualization of mutual benefits inherent in any act of volunteer service;

to develop volunteer programs and initiatives that respect and enhance the human dignity of all persons involved;

to respect the privacy of individuals and safeguard information including written, electronic, audio-visual and verbal formats identified as confidential;

to understand and treat with respect individuals from diverse backgrounds;

to develop a program that will enhance and extend the work of paid staff;

to contribute to the credibility of the profession in the eyes of those it serves;

to pursue excellence even when resources are limited, and seek to overcome obstacles to excellence;

to improve my knowledge, skills and ability to make judgments;

to reflective decision making with the intent of advancing the long term greater good;

to be kind, compassionate and generous in all actions so as to minimize the harm done to others in the performance of my duties;

to have an open and impartial process for collecting and evaluating information critical for making decisions;

to have impartial and objective standards that avoid discriminatory or prejudicial behaviors;

to assure clear communication regarding commitments made on behalf of the organization, staff or volunteers;

to identify policies, procedures and circumstances that might result in a conflict of interest and address them appropriately;

to the truth, assuring that all interactions with volunteers and other paid staff is founded on the premise of open and honest interaction;

to understand and work to promote the core ethical values of my profession, not compromising those values for convenience.

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Certified in Volunteer Administration
2010 REGISTRATION FORM
Registrations must be received by:
March 1, 2010

Mail this completed form, two letters of recommendation and fee to:
 CCVA, P.O. Box 467, Midlothian, VA 23113 USA

1. Candidate Information:

Name: _____ Title: _____

Organization: _____

Address: _____

City: _____ State/Province _____

Zip/Postal Code: _____ Country: _____

Telephone: _____ Fax: _____

Email: _____

2. Experience in Volunteer Resources Management: _____ # of years

Candidates must have the equivalent of three years of full-time experience related to volunteer resource management. The three years may be earned over several years and include part-time service. A minimum of 30% of your current position must be related to volunteer resource management. It may be volunteer or salaried experience and can include program development and management, consulting, teaching, writing, etc. Only include your most **recent** experience to meet the eligibility requirement. Use additional page if needed

Dates:	Organization	Title of Position
From To	Name and Location	

3. _____ I agree to the following terms:

- I will arrange a local proctor by April 30, 2010 and notify CCVA accordingly.
- I understand I must take the CVA exam on May 26, 2010 at a computer location of my choice.
- I understand I must complete my Portfolio by December 31, 2010.

(continued)

