



Council for
**Certification in
Volunteer
Administration**

Self Assessment Tool

This document is intended to provide guidance when studying for the CVA Exam. By assessing your own level of knowledge and experience in each topic area, you can identify areas that might require further study or review.

When using the chart below:

1 = minimal or no knowledge or experience; requires study

2 = some knowledge or experience; requires review

3 = know and understand, with solid experience; little or no review needed

A. Plan for Strategic Volunteer Engagement	1	2	3
1. Assess organizational needs and opportunities			
2. Promote organizational readiness (e.g., commitment, capacity, competency)			
3. Explore and consider similar programs and services for strategic insight			
4. Align goals and objectives with organization strategic plans and mission			
5. Develop policies and procedures in alignment with organization values and ethics			
6. Develop supporting tools and resources			
7. Confirm that volunteers are integrated into organization risk management plans			
8. Establish benchmarks			
9. Design evaluation plan			
10. Implement evaluation plan			

Self Assessment Tool Cont'd

B. Advocate for Volunteer Involvement	1	2	3
11. Design communication plan			
12. Implement communication plan			
13. Evaluate communication plan			
14. Inform stakeholders of volunteer opportunities			
15. Engage stakeholders in promoting volunteer opportunities			
16. Support the ongoing development of volunteers as advocates			
17. Advocate for, and communicate the impact of, volunteers and volunteer services			
18. Build and maintain stakeholder and partner relationships			
19. Create and sustain pathways for collaboration			
C. Attract and Onboard a Volunteer Workforce	1	2	3
20. Identify current needs for volunteers			
21. Develop volunteer position descriptions			
22. Develop measurable outcomes for volunteer roles			
23. Design recruitment strategy			

Self Assessment Tool Cont'd

24. Implement recruitment strategy			
25. Evaluate recruitment strategies			
26. Respond to volunteer inquiries			
27. Select applicants for interviews			
28. Conduct applicant interviews			
29. Complete appropriate screening processes			
30. Match applicant with assignments			
31. Evaluate placement of volunteers			
D. Prepare Volunteers for their Roles	1	2	3
32. Develop orientation and training plans			
33. Design orientation			
34. Complete orientation			
35. Evaluate orientation			
36. Provide role-specific training			
37. Provide training and development to support volunteers' skills and abilities			

Self Assessment Tool Cont'd

38. Evaluate training			
E. Document Volunteer Involvement	1	2	3
39. Obtain permission to collect, use, and share personally identifiable information as required by law			
40. Establish secure storage for volunteer records			
41. Create volunteer records			
42. Maintain volunteer records			
43. Archive, destroy, or delete volunteer records			
44. Verify ongoing eligibility			
45. Generate statistical reports on volunteer services			
46. Contribute to budget process			
47. Monitor resources that support volunteer engagement			
48. Provide information to support funding requests			
49. Maintain partnership agreements			
50. Maintain stakeholder and partnership records			
51. Train and support staff to interact with volunteers			

Self Assessment Tool Cont'd

F. Manage Volunteer Performance and Impact	1	2	3
52. Monitor progress on volunteer performance objectives			
53. Delegate tasks to volunteers			
54. Supervise volunteers			
55. Coach volunteers			
56. Conduct volunteer performance reviews			
57. Provide feedback to volunteers			
58. Implement corrective action procedures			
59. Conduct exit interviews/surveys			
G. Acknowledge, Celebrate and Sustain Volunteer Involvement			
60. Develop recognition plan			
61. Implement recognition plan			
62. Evaluate recognition plan			
63. Develop retention and succession plan			
64. Assess volunteer satisfaction			
65. Implement and monitor retention plan			
66. Evaluate and monitor retention plan			
67. Provide references for volunteers			