



Certified in Volunteer Administration

CANDIDATE HANDBOOK

2005

- ☒ **Registration Period: October 1, 2004 - March 1, 2005**
- ☒ **Local exam sites and proctors must be identified by all candidates by April 15, 2005**
- ☒ **CVA Exam: May 25, 2005 10:00am – Noon (local time)**
- ☒ **Deadline for Completion of both Portfolio and Exam: December 31, 2005**

Statement of Nondiscrimination Policy

AVA 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.



Association for Volunteer Administration
P.O. Box 32092, Richmond, VA 23294 USA
(Phone) 804.672-3353 (Fax) 804.672-3368
E-mail: info@AVAIntl.org Web site: www.AVAintl.org

THE CVA CREDENTIAL

Certified in Volunteer Administration (CVA) is a professional certification in the field of volunteer resources management. It is an Association of Volunteer Administration (AVA) program to recognize practitioners in the field of volunteer resources management who meet specified standards as measured through a testing process and a peer review process.

AVA has established the ethical standards for volunteer resources management, *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 AVA web site.

Note: Any eligible individual from any country may earn the CVA credential. However, at this time AVA 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:

- Professional Principles
- Leadership
- Management
- Planning
- Human Resources Management

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 – 500 words
- Management Narrative based on CVA Core Competencies – 1,500 words
- Both must be submitted at the same time. A panel of trained CVAs conducts a peer review of portfolio submissions based on clearly defined criteria.
- The portfolio is equal to 50% of the passing score.

The CVA Examination

- 80 multiple choice questions based on a case study model
- All questions are documented to the Primary References
- Two-hour proctored examination is offered once a year on the 4th Wednesday in May, at local sites near candidates
- Candidates are responsible for arranging an appropriate proctor and test site, with guidance from AVA staff
- The examination is developed by trained topic expert volunteers on the CVA Test Committee
- All scores are identified as pass/fail.
- The examination is equal to 50% of the passing score.

"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

- A minimum of 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 resource management.
- Two letters of professional recommendation from supervisors, colleagues, etc.

Membership in AVA or any other organization is not required.

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 AVA office.

Once registered, candidates have until the end of December after the May exam to complete both the examination and portfolio portions of the assessment.

Registration Fees

The CVA registration fee is \$150 US for AVA members, \$300 US for non-members.

CVA Toolkit and Reader

Upon registration the CVA Toolkit and Reader are 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. Please allow 14 business days following the receipt of your registration for the CVA Toolkit and Reader to be mailed.

Refunds

Refunds will not be granted to individuals requesting to withdraw from either portion of

the CVA program after submitting a registration form. Appeals will be reviewed by AVA in cases where a special circumstance (such as a medical emergency) may warrant a refund. Appeals must be submitted in writing to AVA.

THE CVA PORTFOLIO

Candidates must submit a completed portfolio by the end of 2005. The portfolio has two sections:

- Personal Philosophy Statement
- Management Narrative

Submission Instructions

Both sections of the portfolio, the philosophy statement and the management narrative, must be submitted at the same time. All submissions become the property of AVA.

Peer Assessment Criteria

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

Sample Portfolio

Sample philosophy statements 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 needs to be:

- Substantive
- Well-qualified
- Personal
- Consistent with Professional Ethics
- No more than 500 words

"Being forced to put my philosophy on paper made me 'dig deep' to truly articulate my dedication and rationale for being committed to this profession. This has continued to hold me in good stead."

Sue Wood, CVA, Calgary, AB Canada

The list of specific texts and articles on which the May 2005 exam is provided on page 5.

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. It should be:

- an analytical description of strengths and weaknesses, 1500 words.
- a rationale for actions, results and consequences.
- sufficiently broad in scope to cover at least three of the five CVA core competencies.

MULTIPLE-CHOICE EXAMINATION

Content expert volunteers from AVA 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.

This list of specific texts and articles is provided to candidates upon registration.

Although the texts on which the exam is based may vary somewhat from year to year, all are standard references that many volunteer administrators will already own. They are available through the major publishers in the field. The articles are printed in the CVA Reader, which candidates receive upon registering for the program.

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 2004) is included in the CVA Toolkit.

Test Specifications

The CVA examination has two sections:

- 50 multiple-choice questions based on the CVA Content Outline
- 30 multiple-choice questions based on case studies

CVA Content Outline	Number of Questions
I. Professional Principles	10
A. Professional Ethics	5
B. Professional Development	3
B. Advocacy	2
II. Leadership	8
A. Definitions	3
B. Types	2
C. Models	3
III. Management	11
A. Models	3
B. Tools	4
C. Accountability	4
IV. Planning	10
A. Strategic	4
B. Operational	6
V. Human Resources Management	16
A. Volunteers	8
B. Staff	6
C. Information	2
Case Studies	25
Total Questions	80

Both sections are included in the overall score. The multiple-choice questions test your knowledge and apply that knowledge to specific situations outlined in the case

studies. Each question qualifies for one point/mark; points are not deducted for incorrect answers.

2005 CVA Exam: Primary References

These are the texts and articles on which the 2005 CVA exam is based. The correct answers to all multiple-choice questions are referenced directly to these materials.

Texts

The Volunteer Management Handbook, ed. Tracy Daniels Connors, Wiley Nonprofit Series, New York, 1995. Available on line from Amazon.com (new and used)

From the Top Down: The Executive Role in Volunteer Program Success.

Susan J. Ellis. Energize, Inc.: Philadelphia, PA.

Available from: www.energizeinc.com/xmlEi/top.php (\$25 US approx.)

Professional Ethics in Volunteer Administration. Association for Volunteer Administration, Richmond, VA. 2001.

Available from: www.AVAintl.org/product/catalogtwo.pdf (\$10 US approx.)

Free Downloads from Internet

Virtual Volunteering Guidebook: How to Apply the Principles of Real-World Volunteer Management to Online Service. Susan J. Ellis and Jayne Cravens, Impact Online, Inc., 2000. **Introduction and Chapters 8 and 9.**

Free download from: www.energizeinc.com/art/elecbooks.html

Emerging Partnerships: New Ways in a New World. Peter F. Drucker Foundation, December 1996. Free download from: www.pfdf.org/collaboration/partners.html

Measuring the Difference: A Guide to Outcome Evaluation for Volunteer Program Managers.

Melissa Eystad, 1997. Free download from: www.energizeinc.com/art/elecbooks

Hard copy available upon request to eyestad53@spacestar.net for \$5.00 shipping fee.

CVA Reader Articles (provided by AVA to all registered candidates)

AVA Vision, Mission, Values and Strategic Goals

"The New AVA Statement of Professional Ethics in Volunteer Administration"

Keith Seel. The Journal of Volunteer Administration, Winter 1996.

"Cultural Competency: Not a Lump Sum of Stereotypes." Nora Silver, The Journal of Volunteer Administration, Vol. 20, No. 1, 2002.

"It is a wonderful way to discipline yourself vis-à-vis what you think you know...and how you work... The achievement of CVA status shines up your confidence."

Thora Loufti, CVA, Berkeley, CA USA

Test Sites and Proctors

Candidates are expected to identify a location and proctor in their local area by April 15. Many options are available, such as a volunteer center, college, or one's own organization. The AVA Credentialing Program Manager will assist candidates with this process, and provide specific guidance to all proctors.

Candidates will have a full two hours to take the examination, and proctors must be present for the entire testing period.

Exam Results

Test results are sent by mail ONLY to the individual candidate. Results will not be given by telephone, fax or e-mail. AVA is concerned with only reporting valid scores. On rare occasions, circumstances may invalidate test scores. AVA 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, AVA may cancel or invalidate any candidate's score if, upon investigation,

violation of the test center and admission policies is established.

Questions about the Examination

Candidates have two opportunities to raise questions about the examination:

- Each examination booklet contains a comment form that can be completed on site.
- Candidates may also forward their comments in writing to AVA 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 may **not** have access to their examinations or to specific questions after leaving the examination site. Any complaints about the conduct of the examination should be submitted in writing to AVA 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, AVA 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 answers
- 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 AVA within 60 days of notification of denial of credits and/or recertification. AVA will acknowledge receipt of all appeals in writing within 30 days of receipt of appeal. All appeals are confidential.

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

RECERTIFICATION

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 (one recertification cycle).

Recertification Credit Units

The basic AVA recertification 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 recertification credit.

Recertification Credit Requirements

CVAs must earn 35 PDUs per five-year Recertification 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, all candidates for Recertification must submit a personal philosophy statement of 500 words.

All credentialed individuals receive a copy of the CVA Recertification Guidelines with complete instructions and details on how to earn and track PDUs.

Recertification Fee

AVA Members	\$75 US
Non-members	\$150 US

"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

"I can only stress the need for professional credentials. It is the language the world understands."

Leslie Foster, CVA New York, NY USW

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 while promoting the involvement of persons in decisions which directly affect them;

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 people related to them;

to respect the privacy of individuals and safeguard information received as confidential, and to understand and treat with respect individuals from a diversity of backgrounds;

to develop a volunteer program that will enhance and extend the work of the organization's paid staff while contributing to the credibility of the profession in the eyes of those it serves;

to be reliable, careful, prepared and well informed and to pursue excellence even when resources are limited;

to improve my knowledge, skills and judgments through 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 through clear communication regarding commitments made on behalf of the organization, staff, or volunteers;

to have impartial and objective standards that avoid discriminatory or prejudicial behaviors, and for addressing conflicts of interest should they occur;

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

to base my actions on the core ethical values of my profession, not compromising those values for convenience.

© 1995, Association for Volunteer Administration. To obtain a copy of the entire *Statement of Professional Ethics in Volunteer Administration*, contact AVA at P.O. Box 32092, Richmond, VA 23294



Certified in Volunteer Administration

2005 REGISTRATION FORM

**Registrations must be received by:
March 1, 2005**

Send this completed form, two letters of recommendation and fee to:

AVA, P.O. Box 32092, Richmond VA 23294 USA (Fax) 804.672-3368

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 an additional page if needed

Dates:		Organization Name and Location	Title of Position
From	To		

3. _____ I will arrange a local exam site and proctor by April 15, 2005, and notify AVA accordingly.
 _____ I will plan to take the CVA exam on May 25, 2005 at a local test site in my area.
 _____ I understand I must complete my Portfolio by December 31, 2005.

(continued)

2005 CVA Candidate Handbook

4. Professional References: Two reference letters must be submitted with your application. Letters should be from individuals familiar with your work in volunteer administration such as colleagues, supervisors and/or clients. Letters should confirm your past activity in the field and that you are an appropriate candidate for the CVA credential. Please provide the names of your two professional references below.

Name: _____ Name: _____

5. Fees: _____ I am currently an AVA member, and therefore qualify for the discounted fee.
_____ I wish to become an AVA member now, in order to obtain the member discount on my credentialing fee. I am enclosing my membership dues of \$50.00 US.

AVA Member Fee for CVA Registration: \$150 US

Non-Member Fee for CVA Registration: \$300 US

Total Payment Due:

6. Payment: Make checks payable To AVA. All checks and money orders must be in US Dollars.

Credit Card: _____ VISA _____ Master Card

Name on Card: _____ Signature: _____

Card Number: _____ Expiration Date: _____

I affirm the information submitted above is accurate and meets the eligibility requirements of the CVA credential sponsored by AVA. I have read and agree to uphold AVA's Professional Ethics in Volunteer Administration Statement as shown on page 8 of the CVA Candidate Handbook.

Name (print): _____ **Date:** _____

Signature: _____

****Special Accommodations:** I request special accommodations for the CVA exam as follows:

_____ accessible test site _____ special seating _____ large print test _____ reader

_____ circle answers on test _____ extended test time (time and a half)

_____ other special accommodations: _____

Professional Documentation: Please have this section completed by an appropriate professional to ensure AVA is able to provide the required test accommodations. Attach extra page if needed.

The applicant discussed with me the nature of the test to be administered. It is my opinion that because of this applicant's disability described below, s/he should be accommodated by providing special arrangements as indicated. Comments:

Signature: _____

Title: _____

Date: _____

Phone: _____