Frequently Asked Questions on Certified Administrator of Volunteer Services (CAVS)

CAVS status provides both internal and external rewards. CAVSs certificants enjoy the pride of recognition of being among the elite in a critical field of healthcare. And 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.ahvrp.org.

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 100-item multiple-choice certification examination of regularly performed tasks considered essential to competent practice.
- A renewal requirement. Certification is valid for three years at which time 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 complete 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.ahvrp.org under Education > CAVS Certification.

Renewal Application: The CAVS Renewal Application includes criteria for acceptable continuing professional education. Download the CAVS Renewal Application Form at www.ahvrp.org
Frequently Asked Questions:

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 enjoy pride of recognition of being among the elite in a critical field of healthcare volunteer administration. 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 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 test in 2013?** A computer based version of the CAVS examination will be available during two specific weeks of the year.
   - March 3-9
   - October 6-12

   Candidates may schedule their exams for any two-hour period during these weeks.

   The exam will be administered by the Council for Certification in Volunteer Administration using e-testing software. Candidates may take the CAVS exam any time of day in a location free of distractions, where they have access to use a computer/Internet.

   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.

**How can I apply to take the exam?** Candidates may apply at any point during the year. For details, download the **CAVS Candidate Handbook and Application** at [http://www.ahvrp.org/ahvrp/programs/certification.html](http://www.ahvrp.org/ahvrp/programs/certification.html)

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 to download at [www.ahvrp.org](http://www.ahvrp.org) under Education > CAVS Certification.
4. **What is the cost?**
   a. Examination: Member of AHVRP = $250. Nonmember = $400
   b. Renewal: Member of AHVRP = $135. Nonmember = $285

5. **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 fees. Requests must be made to CCVA at least three months prior to the conference date.

6. **How will I obtain my CAVS test scores?** CCVA will notify me of my test results in writing, via regular mail, unless notified otherwise.

7. **How can I study for the exam?** The CAVS Candidate Handbook and Application is not a study aid. It is a publication for use by candidates 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. The exam questions are derived from the CAVS Exam Content Outline available in the handbook at www.ahvrp.org.

8. **Is there a review guide?** A CAVS Review Guide 3rd Edition is available on AHVRP’s Publications page at www.ahvrp.org. The CAVS Testing Committee is currently in the process of publishing the next edition, which should be available in the Spring of 2013.

9. **Will I receive a pin and certificate?** A pin and certificate will be provided to all who test and pass or renew.

**Frequently Asked Questions about CAVS Certification Renewal**

1. **How do I locate the expiration date of my certificate?** The expiration date of your certificate is located on the bottom right hand corner or your certificate if renewed prior to June 2012. All renewal certificates administered after June 2012 will show the expiration date in the top left corner. You can also contact AHVRP to retrieve your expiration date at ahvrp@aha.org.

2. **Will I be notified if my certificate needs to be renewed?** AHVRP sends out email reminder notices 60 days and one month prior to expiration of your certificate. 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 three years of the expiration date on your certificate. For example, if your certificate expires in December of 2012, any contact hours or CEUs achieved between January 2010 and December 2012 qualify. Anything outside this timeframe, such as the AHVRP conference in 2009 or a course you took in 2008 does not qualify.

5. **What are 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?** In most cases, 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 2010 conference in St. Louis and 2011 conference in Orlando both awarded 1.8 CEUs or 18 contact hours. This totals 36 contact hours towards the 45 needed for Certification Renewal. Copies of your 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.

<table>
<thead>
<tr>
<th>Type</th>
<th>Type Code</th>
<th>Description</th>
<th>Documentation</th>
<th>3-Year Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educational program</td>
<td>1</td>
<td>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.</td>
<td>Certificate of attendance/ certificate of completion with CPE hours earned</td>
<td>No limit</td>
</tr>
</tbody>
</table>
| Academic coursework (In person or online) | 2         | From an accredited college or university  
  - One semester credit = 15 contact hours  
  - One quarter credit = 10 contact hours | 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.
   - Online academic coursework is considered Type Code 2.
   | 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
   - One semester credit = 15 contact hours
   - One quarter credit = 10 contact hours
   | 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 AHVRP | 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:
   - Have been published within the three-year certification cycle for which continuing professional education credit is being sought;
   - Relate to a cognitive domain or domains and concomitant tasks included in the appropriate Examination content outline;
   - Bear the author’s name, the publication’s name and the date of publication; and
   - Have been published outside of the certificant’s facility or place of business.
   | Copy of the book chapter or articles | 15 contact hours |

You are NOT required to submit documentation for each activity unless you are audited and requested to do so. Please retain all supporting documentation/proof of completion for one (1) year past the dates of submission of this renewal application. AHVRP reserves the right to audit a certificate’s renewal applications during that time.

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 your certification renewal. If your association’s meeting is three hours and the first hour is the business meeting and the last two hours are an educational session, only two 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. If your certificate expires in December of 2013, and you submit your documentation in August of 2013, your certificate will still expire in December of 2016. Just be sure that all CEUs or contact hours fall within the three-year window before your expiration date.
11. Will I receive a pin and certificate? The new pin and certificate will be provided to all who test and pass or renew.

**Alternative I - Submitting the CAVS Renewal Application**

To submit your CAVS renewal application:
- Complete the application, available at [www.ahvrp.org](http://www.ahvrp.org)
- All certificants must sign and date the Professional Standards of Conduct attesting to the truthfulness of what is reported and adherence to Professional Standards of Conduct.
- Enclose the renewal fee, Member of AHVRP = $135. Nonmember = $285 and mail to:

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

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

**Alternative II – Re-examination**

To renew the CAVS through successful re-examination, you must submit evidence of having taken and passed the CAVS examination within one year prior to expiration of the certification. A copy of the *CAVS Candidate Handbook and Application*, which includes instructions on how to apply for the examination, may be obtained from [www.ahvrp.org](http://www.ahvrp.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 or (804) 794-8689

**Questions about CAVS Renewal:**
Contact Lisa Hinkle, AHVRP Education Coordinator, a lhinkle@aha.org or (312) 422-3936.