



Certified Administrator of Volunteer Services

201 CANDIDATE HANDBOOK

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AHV RP



Association for Healthcare
Volunteer Resource Professionals

A personal membership group of the
American Hospital Association

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SECTION 1: General Information

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.

ABOUT AHVRP

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.

ABOUT CCVA

The Council for Certification in Volunteer Administration (CCVA) manages the CAVS exam under contract with AHVRP. In this role, the Council processes CAVS applications, works with the CAVS Test Committee to develop exam questions, oversees the statistical analysis of test results, communicates with candidates throughout the process, and awards the initial credential. All activity related to CAVS renewal is handled by AHVRP. The Council also manages the CVA (Certified in Volunteer Administration) credential, an international certification for professionals in any field. For more details about CCVA visit www.cvacert.org or contact the office at execdir@cvacert.org or 412-901-9598.

STATEMENT OF NONDISCRIMINATION

AHVRP 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 the CAVS exam is defined by a periodic job analysis 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 best practices in professional certification.

NOTE: A job analysis study was conducted during 2016, resulting in an updated body of knowledge and competencies. Thus, the 2017-2018 CAVS exam is based on a new content outline. (See Section 3 and Appendix for details.)

SECTION 2: Applying for the Exam

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.*

APPLICATION FORM

The application form for the CAVS Exam is available on the AHVRP website at <http://www.ahvrp.org/programs/certification.shtml>

APPLICATION DEADLINES & EXAM WINDOWS

There are two 2-week exam windows during the year when the CAVS exam is offered by computer as local testing sites. Applications are accepted on a continual basis, however there is a deadline for each exam window. Applications received after the testing deadline will be held for the next exam window.

Spring Window: April 2-13, 2018	Fall Window: October 1-12, 2018
Application Deadline: March 12, 2018	Application Deadline: September 10, 2018

2018 EXAMINATION FEES

CAVS candidates must submit the appropriate fee with their application based on the following schedule:

AHVRP Member Exam Fee: \$250

Applicants must provide a copy of their member card or comparable documentation to verify member status. For information on your membership record, please contact AHA's Member Service Center at 312-422-3939.

Non-member Exam Fee: \$425

Exam Re-Sit Fee: \$ 95

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.

NOTE: Payments must be made at the time of application. No applications will be processed until the fee has been received by CCVA.

AUTHORIZATION TO TEST

CCVA will send an email confirming you as a CAVS candidate and authorizing you to take the exam. You may then proceed to schedule your exam with a testing center (see *Section 4* for details).

SPECIAL ADMINISTRATION: PAPER-AND-PENCIL

A pencil-and-paper version of the exam may be offered at the annual AHVRP conference and at some state conferences by special arrangement. The same application process applies to all administrations of the exam, whether taken by computer or in person at an event.

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 the application.

ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT

AHVRP 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, AHVRP 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 AHVRP 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 AHVRP.

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

APPEALS

All appeals by a CAVS candidate must be submitted in writing to CCVA within 60 days of notification of exam results. 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 Appeals Committee for resolution. If resolution is not reached, the decision will be referred to the CCVA Board of Directors and its decision is final.

DATA CONFIDENTIALITY

Information about a candidate for testing or 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.

RE-TESTING, RESCHEDULING OR CANCELING AN EXAMINATION

Fees are nonrefundable. However, any candidate who is unsuccessful at passing the exam or needs to re-schedule will be offered a single opportunity to re-take the test during the next testing opportunity. Candidates wishing to continue to pursue the credential after failing the exam a second time require re-application and payment of the entire registration fee.

To re-schedule or re-take the exam, contact CCVA at 412-901-9598 or execdir@cvacert.org.

Candidates will be considered “no-shows” and will forfeit all exam fees, if they:

- fail to appear for the exam on the scheduled appointment date;
- arrive at the testing center more than 15 minutes late after exam starting time, or without proper identification;
- cancel an exam less than twenty-four (24) hours prior to the scheduled exam start time.

SECTION 3: Preparing for the Exam

EXAM FORMAT and DURATION

The CAVS exam is administered by computer by CCVA's testing vendor, Pearson VUE, with more than 1200 testing centers throughout the United States.

Candidates for the CAVS exam are allowed 2 hours in which to complete the examination.

EXAMINATION CONTENT

The CAVS examination is composed of 100 multiple-choice questions. All questions are equally weighted. Candidates are expected to select the best answer from among the four options given. Each question on the examination is categorized by a cognitive level that a candidate would likely use to respond. These categories are:

Knowledge - Knowledge questions recognize specific information and facts that do not vary by situation. Such questions are predominantly an effort of memory and include the recall of specific facts, generalizations, concepts, and procedures.

Application - Application questions require comprehension, interpretation, or manipulation of concepts or data. They primarily test simple interpretations or applications of limited data. Questions may require recognition of more than one element or concept and the ability to apply knowledge to a specific situation.

The examination is based on seven major content (competency) areas as shown below. In addition, the number of examination questions devoted to each major content area is indicated.

Competency	Number of Exam Questions
Plan for Strategic Healthcare Volunteer Engagement	13
Advocate for Healthcare Volunteer Involvement	14
Attract and Onboard a Healthcare Volunteer Workforce	22
Prepare Healthcare Volunteers for their Roles	10
Document Healthcare Volunteer Involvement	17
Manage Healthcare Volunteer Performance and Impact	15
Acknowledge, Celebrate and Sustain Healthcare Volunteer Involvement	9

A detailed list of topics in each content area is provided in the Appendix.

SELF-ASSESSMENT

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. Candidates report spending 40 to 50 hours preparing for the exam.

Candidates are encouraged to use this self-assessment process as a guide to identify which topic areas they need to focus on as they read and study. A Self-Assessment tool is provided on the AHRVP website at <http://www.ahvrp.org/programs/certification.shtml>

STUDY RESOURCES

Professional certification exams are designed to assess the candidate's ability to apply the concepts of effective practice, rather than the memorization of information learned through direct study of any particular book or reference. AHVRP recommends that review for the CAVS Examination focus on references and training 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 resources offered by the Association for Healthcare Volunteer Resource Professionals, visit www.ahvrp.org

SAMPLE EXAM QUESTIONS

Several sample questions are provided in the *Appendix*. These provide a sense of the format of CAVS exam questions. Please note they are not intended as a major study tool related to exam content, nor as an indicator of exam success.

GENERAL STUDY TIPS

Remember that this is a generic exam. Your work and professional experience may vary a bit due to unique circumstances, but **the exam is designed to address generally accepted best practices**. As you develop a study plan that works for you; the following tips may be helpful:

- ✓ Think about study techniques that have helped you in the past. What challenges have you encountered that you need to consider now?
- ✓ Identify effective reading and note-taking techniques you have used or heard about. If you plan to try new techniques, allow enough time to master them.
- ✓ Outline each study session. Some ideas you may want to consider include:
 - Write study questions or scenarios for self-testing. Share these on the listserv or with a study buddy.
 - Use definitions and key terms to identify not only facts, but also concepts to review.
 - Identify topics that require additional study or discussion.

- Prepare flash cards to capture terms, ideas, and other material that require additional study.
 - Work with a partner or study group to teach each other. Discussing effective practice and management situations with others from settings different than yours will help you understand universal principles.
- ✓ Make a **realistic** study schedule. Space your studying and allow ample time for review. It is important to devote several weeks to reading your reference material. Previous candidates report spending 40-50 hours preparing for the Exam.
 - ✓ Determine how, when and where you study best. Take breaks, exercise, and keep your body and mind relaxed.
 - ✓ There are no trick questions. There is only one correct answer for each question.
 - ✓ There will be no country-specific material (such as statistics, laws, or regulations) used in the exam.

SECTION 4: Taking the Exam

EXAM SITES

The CAVS exam is administered at Pearson VUE testing centers. To locate a test site in your area, visit the CCVA section of the Pearson VUE website at www.pearsonvue/ccva/

SCHEDULING AN EXAM APPOINTMENT

Once an application has been approved and the exam fee has been paid, the candidate will receive an authorization email. This email includes a 20-character PTI number, which is needed to schedule the exam. The exam authorization is valid for one year from the date of approval; after that, it will be necessary to reapply and pay an additional application fee.

A candidate may schedule his or her exam online or by phone.

- To schedule online, go to the CC examination section of the Pearson VUE website and click on “Schedule Online.” The candidate will be prompted to create a login and password and then schedule the exam.
- To schedule by phone, go to the CCVA examination section of the Pearson VUE website and click on “Schedule by Phone” to find the phone number and hours of operation for the call center for the appropriate country. A customer-service agent will work with the candidate to find the most convenient testing center and time.

ADMISSION TO THE TESTING CENTER

Once a candidate makes an exam appointment, he or she will receive a confirmation email from Pearson VUE. The email confirms the address of the testing center. Candidates should arrive 15

minutes before the scheduled appointment. Late arrivals may not be accommodated; in that case, a candidate is considered a no-show and has to pay the re-testing fee to reschedule the exam.

Candidates need two forms of identification for admission: a primary ID and a secondary ID. The name that appears on the two forms of identification must match the name under which the candidate is registered with CCVA to take the exam. **Do not register under a nickname!** If a name change is needed, candidates must contact CCVA one week before the testing appointment to change the name on the record.

The following forms of identification are accepted as a primary ID:

- ✓ Government-issued driver's license
- ✓ State/national identification card
- ✓ Passport[†]
- ✓ Military ID[†]
- ✓ Alien registration card (green card, permanent resident visa)
- ✓ U.S. Passport card
- ✓ U.S. Dept. of State Driver's License

[†] The primary ID must contain a photo and signature unless the signature is embedded in the identification. When this occurs, the candidate must present another form of signature identification from the primary or secondary list.

The following forms of ID are accepted as secondary ID:

- ✓ Any ID on the primary list
- ✓ Social Security card
- ✓ Credit/bank ATM card (signature required)

As part of Pearson VUE's test-security program, a palm-vein scan is required at some testing centers. An electronic signature and digital photo are required at all centers.

TESTING CENTER RULES

The exam administrator at the testing center will not allow test takers to take personal items – including reference materials and electronics – with them into the exam area. Although locker storage is normally offered, it is best not to bring large bags, jewelry, electronics, and the like to the testing center. Consideration will be made for comfort items such as pillows and tissues or medical necessities such as crutches; the exam administrator is required to inspect such items. Candidates will receive an erasable note board or a small notebook consisting of erasable and reusable pages for use during the exam. They are to be returned to the exam administrator at the completion of the exam. (See Pearson VUE's complete Rules Agreement.)

DISMISSAL

Any candidate who is observed engaging in any misconduct will be subject to dismissal from the examination, may be barred from future exams for a period ranging from one year to permanent dismissal, and may be required to forfeit his or her current exam fee and/or period of eligibility. Testing-center proctors or exam administrators are authorized to take immediate and appropriate measures against candidates who are caught violating testing rules. The candidate is entitled to appeal the dismissal determination through the formal appeals process.

INCLEMENT WEATHER

It is the policy of Pearson VUE to remain open whenever possible. However, if any candidate is unable to arrive at a designated examination site because of inclement weather, terrorist acts, a natural disaster, or other unforeseen emergencies beyond control of the candidate, the candidate will be allowed to take the next scheduled exam without being charged a retest fee. If for any reason the exam is unable to be administered, then the candidate will be given as much notice as possible, and the exam will be rescheduled within a reasonable period of time. Candidates may take the exam at the next administration without being charged a re-test fee. Candidates are responsible for any related expenses for re-testing.

ACCOMMODATIONS FOR TESTING

Reasonable accommodations for testing shall be provided at no cost to all candidates with special medical/learning needs who submit, with their examination registration, an Accommodation Request form along with appropriate medical documentation. All forms and requests should be submitted via email. CCVA will not reimburse costs associated with obtaining this documentation. The Accommodation Request form is available as part of the Application form.

CANCELLATION OR RESCHEDULING

Candidates may reschedule an exam without penalty up to 24 hours before their appointment. Cancellations can be made using the candidate's online PearsonVue account, or by calling 877-839-7768. Candidates may reschedule an exam (by phone or online) without penalty up to 24 hours before their appointment. Candidates may make a new appointment – without incurring a fee – then or at another time. If a candidate fails to keep an appointment without canceling on time, he or she will be considered a no-show and will forfeit the exam fee.

NO-SHOWS

A candidate who does not show up for an examination appointment without at least 24 hours' notice will be considered a no-show. Likewise, a candidate who arrives late and is not admitted, fails to present adequate identification, or refuses the Nondisclosure Agreement, will not be allowed to take the exam and will be considered a no-show. A no-show is treated like a failed

exam. No-shows will only be allowed to schedule a new exam appointment upon payment of the re-test fee.

EXTREME CIRCUMSTANCES

If a candidate has missed the examination due to emergency or hardship such as serious illness of either the candidate or an immediate family member, death in the immediate family, disabling traffic accident, court appearance or jury duty, or military duty, he or she will be permitted to reschedule the exam at no additional charge as long as the following requirement is met:

The candidate should notify CCVA by phone or email as soon as possible to explain the situation. If such notification is not made, the candidate will forfeit the full examination fee and be considered a no-show.

NONDISCLOSURE AGREEMENT

Sharing information can be a good thing, but not when it comes to examination content. When you take a CCVA exam, you agree to not disclose information in any format about exam questions and answers. This includes talking publicly about exam items in classes, on message boards, and/ or social media (e.g., Facebook). It also includes discussing exam material privately with your friends, clients, students, colleagues, supervisors, mentors, or coaches.

An exam appointment will last two hours. At the beginning of the exam, candidates have up to five minutes to agree to the Nondisclosure Agreement. If candidates do not agree to the Nondisclosure Agreement, they are not allowed to take the exam and also forfeit the exam fee. Please review the Nondisclosure Agreement (below) prior to taking the CAVS exam.

Nondisclosure Agreement for CCVA Examinations

This examination is confidential and is protected by trade secrets law. It is made available to you, the examinee, solely for the purpose of becoming a Certified Administrator of Volunteer Services. You understand, acknowledge, and agree:

- that the questions and answers of the exam, including exhibits, are the exclusive and confidential property of CCVA, are protected by copyright, and are protected by CCVA's intellectual property rights;
- not to disclose the exam questions or answers, including exhibits, or discuss any of the content of the exam materials with any person without prior written approval of CCVA;
- not to remove from the examination room any exam material of any kind provided to you or any other material related to the exam, including, without limitation, any notes or calculations;
- not to copy or attempt to make copies (written, photographic, or otherwise) of any exam material, including, without limitation, any exam questions or answers;
- not to sell, license, distribute, give away, or obtain from any source other than CCVA. the exam materials, questions, or answers; that your obligations under this agreement shall continue to be in effect after the examination and, if applicable, after termination of your certification, regardless of the reason or reasons for termination, and whether such termination is voluntary or involuntary.

EXAM IRREGULARITIES

In accordance with CCVA's Professional Ethics Statement and the CCVA Certification Application, it is the policy of CCVA that any candidate who possesses, receives, or transmits examination materials in violation of the Test Guidelines is considered in breach of CCVA Certification policy. Such actions are strictly forbidden. This policy covers the time period before the examination and on-site during the examination and includes examination questions and materials in any form

CCVA reserves the right to take whatever measures are necessary, with a candidate or Proctor, to protect the integrity of its examinations. This could include, but is not limited to, exclusion from a current examination or future examination, decertification, loss of examination proctoring status, and suit for recovery of damages.

Examples of irregularities affecting the validity of scores, which would necessitate the withholding of scores pending further investigation, would include, but not be limited to the following:

1. Copying of answers from another candidate;
2. Permitting one's questions or answers to be copied;

3. Discussing the specific content of the examination with one or more fellow candidates, before, during, or after the administration of an examination;
4. Unauthorized possession, reproduction, recording, transmission or disclosure of materials or other information regarding the content of an examination before, during, or after the administration of an examination;
5. Other evidence indicating that the security of an examination had been compromised;
6. Improper or unauthorized use of a password;
7. Removing or attempting to remove exam material (in any format) from the testing area.

Upon analysis of all available information in such circumstances, CCVA will determine the validity of the examination scores in question and will notify candidates. If CCVA determines from all facts available that an irregularity has occurred it will take appropriate steps. Appropriate actions could include barring the candidate from any future exams, delaying the exam, invalidating the exam for a group or individual, revoking a certificate, or no action.

All candidates subject to such actions will be notified by email and written notice of any decision and provided an opportunity to respond in accordance with an appeal procedure established by CCVA.

EXAM SCORING PROCESS

The CAVS Exam is based on current psychometric and testing standards. The test has been developed to be as valid and reliable as possible, and is based on generally accepted best practices in volunteer administration. Candidates will not have access to the test or to specific questions after the exam is taken, nor will they be told which questions they answered correctly.

The CAVS exam is scored using the criterion-referenced standard. This is regarded as current best practice for all certification exams. The criterion-referenced standard means that everyone who scores at the passing score or higher will pass, and everyone who scores lower than the passing score will fail. It is the opposite of grading on a curve. In other words, it doesn't matter if you test with the most able group or the least able group – you must meet the criterion to pass (or passing score). The passing score is based on the set of questions on a specific test.

In order to ensure that the test maintains a constant level of difficulty, CCVA statistically equates the passing standard from one year to the next. For example, if next year's test is a little bit easier than this year's test, then candidates will need to answer more questions correctly than was required this year. The criterion to pass (or passing score), set by the CAVS Test Committee and approved by the AHVRP Board, is upheld through a widely accepted statistical process.

No final scores are calculated until our expert psychometrician checks the statistical performance of every question. Even after all the previous work by the Test Committee, it may be that a question is interpreted differently by the various examinees – and the statistics will show a problem. After each exam the Test Committee reviews all questions with unexpected statistical performance and decides if there was something vague or flawed in any question. If so, everyone

is given credit for the question. No points are deducted for incorrect answers. (There is no penalty for guessing.)

CCVA is concerned with reporting only 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.

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

NOTIFICATION OF RESULTS

Candidates will not receive their test results on-site upon completion of their examination. Official results, which are issued by CCVA, will be sent via hard copy mail within 30 days after the exam window closes. Results will not be given by telephone, fax, or e-mail.

Candidates who pass the CAVS exam will be awarded the credential and receive their certification packet, including their numerical score. Candidates who do not pass the exam will receive a letter with their numerical score and a breakdown of how many questions were answered correctly in each content area. **Candidates who do not pass the exam may re-take the exam once within the next 12 months by paying the re-test fee. After that, retesting will require payment of the full registration fee.**

SECTION 5: Certification Renewal

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:

- Successful re-examination and payment of the re-sit exam fee; or

- Documentation of 45 contact hours of continuing professional education over the 3-year period and payment of the renewal fee.

A copy of the CAVS Renewal Application is available from the AHVRP website at [www.ahvrp.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.

APPENDIX

Sample Exam Questions

A set of sample exam questions is provided below to familiarize candidates with the format they will encounter on the CAVS Exam. Due to the limited number of samples, candidates should not utilize this as a major study tool. The answers are provided at the end of this document.

1. Benchmarking is an organizational improvement process for

- A. comparing against best practices.
 - B. measuring progress.
 - C. assuring best practices.
 - D. comparing work performance.
2. The Joint Commission Environment of Care standards require Volunteer Services Departments to have:
 - A. a cost reduction plan.
 - B. a value analysis program.
 - C. an employee development plan.
 - D. an emergency preparedness plan.
3. A volunteer develops a vision disability and wants to continue in her current role. Which action will accommodate the volunteer's request?
 - A. Altering the position description
 - B. Modifying the work environment
 - C. Discussing an alternative placement
 - D. Splitting tasks with assignment sharing
4. Which strategy is most important when developing long term projections to expand a volunteer program?
 - 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
5. Local Volunteer Centers and the Retired and Senior Volunteer Programs (RSVP) directly support healthcare organizations by
 - A. recruiting and referring volunteers.
 - B. conducting background screening.
 - C. educating volunteers.
 - D. advocating for healthcare issues.
6. The best way to identify the need for volunteer positions within a healthcare organization is to interview
 - A. staff.
 - B. volunteers.
 - C. the board of directors.
 - D. other volunteer administrators.
7. To demonstrate volunteer competency, each volunteer file should contain

- A. record of immunization.
 - B. documentation of references.
 - C. proof of a background check.
 - D. documentation of ongoing education.
8. Which of the following questions may legally be asked during the interview process?
- A. "With whom do you live?"
 - B. "Have you ever been fired from a job?"
 - C. "Have you ever been arrested for a felony?"
 - D. "Could you provide a list of organizations to which you belong?"
9. When using a health questionnaire, a volunteer program is in compliance with the Americans with Disabilities Act if the questionnaire is given to all accepted applicants in the
- A. category requiring physical activity.
 - B. program with disabled applicants.
 - C. 18 or older age group.
 - D. same volunteer category.
10. Which of the following Joint Commission standards determines the content of orientation for volunteers?
- A. Management of Human Resources
 - B. Management of Information
 - C. Risk Management
 - D. Provision of Care
11. Progressive discipline
- A. refers to the number of disciplinary incidents.
 - B. requires the written consent of the volunteer.
 - C. refers to a succession of disciplinary steps.
 - D. always ends in termination.
12. Which of the following is a strategy for the Administrator of Volunteer Services to ensure a volunteer understands his assignment?
- A. Conduct an interview with the volunteer
 - B. Provide a written position description
 - C. Require attendance at volunteer orientation
 - D. Issue a volunteer handbook

13. Which of the following is a critical element of a volunteer position description?
- A. Physical requirements
 - B. On-boarding process
 - C. Training schedule
 - D. Leadership structure
14. What is the most cost effective method to promote volunteer efforts to a wide audience?
- A. Run an advertisement in the local newspaper listing the amount of volunteer hours for the year
 - B. Rent billboard space for a month with photos thanking volunteers for their service
 - C. Post banners or use electronic signs in the facility recognizing volunteers for their efforts this year
 - D. Submit a press release to local media about the program's accomplishments
15. Administrators of Volunteer Services should maintain a relationship with professionals from other volunteer programs in order to
- A. share best practices.
 - B. promote their programs.
 - C. maintain a volunteer applicant pool.
 - D. exchange information about unreliable volunteers.
16. The most impactful way for Administrators of Volunteer Services to support American Hospital Association initiatives is to
- A. mobilize volunteers to contact their legislators.
 - B. send out newsletters and informational pamphlets.
 - C. have volunteers collect signatures on a petition.
 - D. hold a rally and information session.
17. The most important element of strategic planning is
- A. brainstorming.
 - B. benchmarking.
 - C. mobilizing staff.
 - D. setting goals.
18. A nurse wants to volunteer at the same facility where he is employed. The Administrator of Volunteer Services can advocate for him by
- A. offering a volunteer assignment in the gift shop.
 - B. placing him in the department where he is employed.
 - C. referring him to a volunteer opportunity at a local free clinic.
 - D. placing him as a volunteer nurse in a different department.

19. Which of the following provides guidance when placing volunteers?

- E. Joint Commission standards
- F. EMTALA (Emergency Medical Treatment and Active Labor Act)
- G. FLSA (Fair Labor Standards Act)
- H. HITECH (Health Information Technology for Economic and Clinical Health) Act of 2009

20. The most important reason to establish financial procedures is

- A. fiscal accountability.
- B. ethical standards.
- C. accurate reporting.
- D. financial decision-making.

ANSWER KEY

Question	Answer	Question	Answer	Question	Answer	Question	Answer
1	A	6	A	11	C	16	A
2	D	7	D	12	B	17	D
3	B	8	B	13	A	18	A
4	D	9	D	14	D	19	C
5	A	10	A	15	A	20	A

Body of Knowledge and Competencies in Healthcare Volunteer Management (AHVRP, 2018)

A. Plan for Strategic Healthcare Volunteer Engagement
1. Assess organizational needs and opportunities for volunteers
2. Promote organizational readiness (e.g., commitment, capacity, competency)
3. Research and analyze related programs and services
4. Develop goals and objectives for volunteer services
5. Develop policies and procedures for volunteer services
6. Develop supporting tools and resources for volunteer services (e.g. forms, databases)
7. Develop evaluation plan for volunteer services
8. Develop risk management or safety plan for volunteer services
9. Establish benchmarks for volunteer services
10. Implement evaluation plan for volunteer services
B. Advocate for Healthcare Volunteer Involvement
11. Design communication plan for volunteer services
12. Implement communication plan for volunteer services
13. Evaluate communication plan for volunteer services
14. Inform community/customers of volunteer service opportunities
15. Enlist community/customers in promoting volunteer service opportunities
16. Develop volunteers as internal and external advocates
17. Advocate for volunteer services (to internal and external customers and community)
18. Cultivate community/customer and partner relationships
19. Collaborate with customers
C. Attract and Onboard a Healthcare Volunteer Workforce
20. Identify current needs for volunteers
21. Develop volunteer position descriptions
22. Develop performance objectives for volunteer roles
23. Design recruitment strategy for volunteers
24. Implement recruitment strategy for volunteers
25. Respond to volunteer inquiries
26. Select applicants for interviews
27. Conduct applicant interviews
28. Administer screening process
29. Match volunteers with assignments
30. Evaluate placement of volunteers
31. Evaluate recruitment strategies

D. Prepare Healthcare Volunteers for their Roles
32. Develop onboarding protocol for volunteers
33. Design orientation for volunteers
34. Conduct orientation for volunteers
35. Coordinate role-specific training
36. Support on-going development of volunteers' skills
37. Evaluate volunteer orientation
38. Evaluate volunteer training
E. Document Healthcare Volunteer Involvement
39. Obtain permission to release volunteer information or photos
40. Establish secure storage for volunteer records
41. Create volunteer files
42. Maintain volunteer records (e.g. hours, activities, personal information)
43. Update external screening processes (e.g. background checks)
44. Generate statistical reports on volunteer services
45. Archive, destroy, or delete volunteer records
46. Contribute to budget process
47. Monitor resources that support volunteer engagement (financial, physical, human)
48. Provide information to support funding requests
49. Maintain records on partnership and stakeholder contacts and relationships
50. Maintain partnership agreements
F. Manage Healthcare Volunteer Performance and Impact
51. Train staff to work with volunteers
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. Conduct corrective action procedures
59. Gather feedback from volunteers (e.g. surveys, exit interviews)
G. Acknowledge, Celebrate and Sustain Healthcare Volunteer Involvement
60. Develop volunteer recognition plan
61. Implement volunteer recognition plan
62. Evaluate volunteer recognition plan
63. Provide references for volunteers
64. Assess volunteer satisfaction

65. Develop retention plan
66. Monitor retention plan
67. Evaluate retention plan

Enabling Knowledge and Skills in Healthcare Volunteer Management

Competent performance of the tasks listed above requires a wide variety of knowledge and skills, including:

Knowledge Of:	Ability To:
Auxillary management	Analyze data
Budget analysis	Analyze work to delegate tasks
Change management	Build relationships
Collaboration principles	Convey enthusiasm for volunteerism
Communication principles	Develop written communications
Community needs	Ensure an inclusive work environment
Ethics	Facilitate training activities
Evaluation	Motivate others
Fundraising	Present to groups
Goal and objective setting	Resolve conflict
Human resource laws	Share stories to illustrate a point
Marketing	
Needs assessment	
Partnership development	
Policies and procedure development	
Project management	
Public relations	
Record keeping	
Recruitment principles	
Research methods	

Retail operations

Risk Management

Screening volunteers

Strategic planning

Training design

Volunteer motivations