



## CVA Content Outline: 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 reading.*

1 = requires study    2 = requires review    3 = know and understand

<b>I. Ethics</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>A. Concepts</b>			
1. Professional ethics			
2. Personal ethics and values			
3. Organizational codes of ethics			
4. CCVA core values and principles			
<b>B. Decision Making</b>			
1. Ethical dilemmas			
a. Definitions			
b. Types			
2. Process			
a. Sequence of steps			
b. Decision testing			
<b>II. Organizational Management</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>A. Strategic Management</b>			
1. Strategic planning			
a. Concepts			
b. Process			
c. Alignment of volunteer activity			
2. Problem-solving			
a. Tools			
b. Techniques			
3. Internal collaboration strategies			
4. Change management			
a. Strategies			
b. Tools			
<b>B. Operational Management</b>			
1. Operational planning			
a. Concepts			
b. Process			
c. Design			
2. Policies and procedures			
a. Definitions			
b. Design			
c. Development process			
3. Concepts of project management			

III. Human Resource Management	1	2	3
<b>A. Volunteer Staffing</b>			
1. Role Design			
a. Types			
b. Design elements			
c. Development process			
2. Marketing			
a. Principles			
b. External strategies			
c. Internal strategies			
3. Recruitment			
a. Trends			
b. Approaches			
c. Messaging			
4. Placement			
a. Interview techniques			
b. Screening principles and techniques			
c. Assignment tools			
5. Orientation			
a. Design principles			
b. Strategies and tools			
6. Training			
a. Design principles			
b. Strategies and tools			
<b>B. Support for Volunteers</b>			
1. Supervision			
a. Principles			
b. Strategies and tools			
2. Corrective action and dismissal			
a. Principles			
b. Procedures			
3. Principles of conflict management			
4. Team building			
a. Principles			
b. Procedures			
5. Recognition			
a. Principles			
b. Strategies and tools			
6. Sustaining volunteer involvement			
a. Motivation theory			
b. Matching strategies			
c. Retention strategies			
7. Meeting management			
a. Principles			
b. Strategies and tools			

<b>IV. Accountability</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>A. Fiscal Management</b>			
1. Budget Development			
a. Principles			
b. Monitoring and evaluation			
<b>B. Data Management</b>			
1. Data collection and record keeping			
a. Concepts			
b. Tools			
<b>C. Evaluation and Outcome Measurement</b>			
1. Terms and definitions			
2. Design principles			
3. Assessment tools			
<b>D. Risk Management</b>			
1. Concepts			
2. Process			
3. Strategies and tools			
<b>E. Quality Improvement</b>			
1. Strategies			
2. Tools			
<b>V. Leadership and Advocacy</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>A. Leadership</b>			
1. Characteristics and models			
2. Leadership development			
<b>B. Organizational Involvement</b>			
1. Organizational assessment			
a. Principles			
b. Tools			
2. Diversity and inclusion			
a. Concepts			
b. Strategies			
<b>C. Community Collaboration and Alliances</b>			
1. Definitions			
2. Strategies			
<b>D. Advocacy</b>			
1. Internal strategies			
2. External strategies			
<b>CVA Content Outline 2009</b> © Council for Certification in Volunteer Administration			