



## The CVA Professional Credential

Certified in Volunteer Administration (CVA) is an international professional certification in the field of volunteer resources management. Sponsored by the Council for Certification in Volunteer Administration (CCVA), this credential recognizes practitioners who meet specified standards as measured through an examination developed by their peers. Successful candidates who earn the credential may use the designation “CVA.” An international CVA registry is maintained and publicly available on the CCVA web site: <http://cvacert.org/resources-and-media/cva-registry/>

Unlike *certificate* programs that involve classes or courses, the CVA is a competency-based professional certification program. Intended for those with a strong foundation in volunteer administration, it is a self-study program that measures an individual’s “knowledge-in-use” — the application of knowledge and skills as documented by a current competency framework. The certification exam assesses a candidate’s ability to structure tasks, process ideas, and solve problems related to volunteer engagement.

### The CVA certification is:

- open to paid and non-paid individuals from all types of organizations
- grounded in a current body of knowledge, identified and validated by a Job Analysis process
- a defining standard of excellence and professionalism in the leadership and engagement of volunteers
- internationally recognized, and open to anyone who is comfortable reading and testing in English
- renewable every five years by earning Professional Development Units (PDUs) via a wide variety of activities. More details at: <http://cvacert.org/current-cvas/renewal/>

## Core Competencies

Individuals pursuing the CVA credential are expected to demonstrate successfully the knowledge needed to effectively lead and manage volunteer engagement. Seven core competencies serve as a foundation for this profession, regardless of the setting or type of organization where volunteers are engaged.

### Seven Competencies of Volunteer Administration

- ✓ Plan for Strategic Volunteer Engagement
- ✓ Advocate for Volunteer Involvement
- ✓ Attract and Onboard a Volunteer Workforce
- ✓ Prepare Volunteers for their Roles
- ✓ Document Volunteer Involvement
- ✓ Manage Volunteer Performance and Impact
- ✓ Acknowledge, Celebrate and Sustain Volunteer Involvement

More information about the 2014 Job Analysis and this competency framework is [available on the CCVA website](#).

## The Value of CVA Certification

### Benefits for the individual practitioner:

- clarifies and articulates personal values and professional ethics
- identifies areas of skill or knowledge you would like to strengthen
- assesses personal expertise against standards of performance
- enhances self-esteem through peer recognition
- increases confidence in problem-solving skills
- increases personal and professional credibility
- demonstrates the transferability of your knowledge, skills, and abilities
- reinforces your commitment to professional excellence
- may enhance your employability and/or your position in the organization

### Benefits to organizations/agencies/employers:

- demonstrates a commitment to excellence in the management of volunteer resources
- improves credibility and community image
- increases organization's understanding of volunteer resources management
- assesses employee’s application of core competencies
- identifies and documents leadership potential

*"Going through the CVA certification process gave me an incredible sense of validation for the work that I have done, along with a deeper understanding of a worldwide body of professionals who believe and promote the same core values of volunteerism that I do."*

*Becci J. Terrill, CVA  
Shepherds Ministries, Inc.  
Union Grove, WI*

## The CVA Exam

The CVA exam will be administered by computer by CCVA's testing vendor, Pearson VUE, with more than 8,000 testing centers in 160 countries. Candidates for the CVA exam will have up to 2 hours to answer a total of 110 multiple-choice questions.

The CVA Exam is based on the CCVA Body of Knowledge and Competency, and contains two types of questions:

- **Knowledge:** Knowledge questions recognize specific information and facts that do not vary by situation.
- **Application:** Application questions require comprehension, interpretation, or manipulation of concepts or data. Questions may require recognition of more than one element or concept and the ability to apply knowledge to a specific situation.

There are two 2-week exam windows during the year when the CVA exam is offered. Applications are accepted on a continual basis, however there is a deadline for each exam window.

**2016 REGISTRATION OPENS: OCTOBER 1, 2015**

Exam Window #1: April 4-15, 2016  
Application Deadline: March 15, 2016

Exam Window #2: October 3-14, 2016  
Application Deadline: September 15, 2016

## 2016 Fees

- Regular Application Fee: \$350 USD
- Member Discount Application Fee: \$315 USD available for members of Points of Light, ALIVE, VolunteerMatch, VMPC, NAVPLG, Habitat for Humanity International, and Volunteer Canada

## Candidate Support

CCVA offers a number of resources to support CVA candidates while they pursue certification. Current candidates are encouraged to visit the [CVA Candidates](#) section of the website to find information about these and other resources.

- *Self-assessment* tool to evaluate one's own level of knowledge and experience with each core competency
- *Listserve* to facilitate communication among candidates
- *Individual informal support* from CVA certifiants
- *Suggested references* for reading and self-study
- Access to *local or virtual study groups*
- *Sample exam questions*

## Exam Eligibility

In order to be eligible to sit for the CVA exam, individuals must document activity related to education, professional experience, and examples of their activity related to at least five of the core competencies.

Applicants must document the equivalent of at least three years of full-time volunteer resources management experience. A minimum of 30% of an applicant's current position must be related to volunteer resources management.

In addition to the application form, applicants must also submit a resume and one letter of professional recommendation from a supervisor, colleague, or current CVA certificant who is familiar with the applicant's recent work with volunteers.

## How to Begin

Visit [www.cvacert.org](http://www.cvacert.org) to download the **2016 CVA Certification Handbook** containing complete details and the application form.

Questions? Contact CCVA at 804-794-8689 or [info@cvacert.org](mailto:info@cvacert.org)

*"I have learned so much by taking time to get certified and have made several improvements to our processes. Going through this program has given me more confidence as a volunteer administrator."*

*Lee-Ann Scott, CVA  
Network for Education, Ottawa, ON*