Statement of Nondiscrimination Policy
CCVA 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.
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SECTION 1: General Information

DEVELOPMENT OF THE CVA CERTIFICATION

Executive leaders in nonprofit and government organizations increasingly understand that volunteers can be a critical strategic resource for delivering mission. Effective people management is imperative – whether they be paid or unpaid. As a result, employers expect that those individuals tasked with mobilizing and coordinating volunteer engagement demonstrate a thorough knowledge of effective practices and an understanding of how to apply that knowledge in support of real-world organizational priorities.

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.

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 process includes assessment of a candidate’s ability to structure tasks, process ideas, and solve problems related to volunteer engagement.

CCVA also promotes the standards for volunteer resources management as stated in 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.

CCVA is governed by a board of individuals with extensive experience in the field of volunteerism and volunteer resources management, many of whom bring the perspectives of a number of large national and international organizations which support this field. The board includes those who have earned the CVA credential as well as non-certificants. CCVA is a member of the Institute for Credentialing Excellence (ICE), and adheres to the standards set forth by the National Commission for Certifying Agencies (NCCA).

THE CCVA BODY OF KNOWLEDGE AND COMPETENCY

CCVA periodically conducts a Job Analysis study to ensure the body of knowledge remains current and relevant. Validated by hundreds of practitioners throughout the U.S., Canada and other countries, the 2014 Job Analysis confirmed the following seven competencies necessary to develop, support and sustain volunteer involvement.
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

Detailed lists of tasks, knowledge and skills related to each competency are located in the Appendix. This material serves as the basis for the CVA certification exam. More information about the 2014 Job Analysis and this competency framework is available on the CCVA website.

THE VALUE OF CVA CERTIFICATION

- **Certification offers credibility.** CCVA is the only international entity that offers a professional credential for volunteer administrators. Certification serves as a third-party endorsement of knowledge and experience against industry standards in volunteer administration.

- **Certification can improve career opportunities and advancement.** The CVA can give practitioners the advantage when being considered for promotion and career opportunities. The CVA clearly identifies those who have demonstrated mastery of volunteer administration principles based on accepted best practices.

- **Certification demonstrates a high level of commitment to the field of volunteer administration.** The CVA is a clear indicator to employers and the community of an investment in one’s own professional development.

- **Certification strengthens the profession’s image.** The CVA credential demonstrates a commitment to competence by employers and makes one stand out as a role model in the profession.

- **Certification = achievement.** CVA certification requires the demonstration of experience and implementation of best practices as well as adherence to the highest ethical standards in volunteer administration.

- **Certification increases or validates skills and knowledge.** Achieving the CVA requires a commitment to study and self-reflection. Re-certification is required every 5 years, ensuring that certificants pursue continuing competency through education and experiential learning.

- **Certification builds self-esteem.** The CVA inspires increased confidence in the volunteer administrator’s core competencies.
• **Certification offers recognition from colleagues.** CVA certification demonstrates leadership, and taking the extra step in one’s professional career is respected by colleagues.

• **Certification supports continued professional development.** Re-certification requires continued learning and development, and rewards the mentoring of others in the profession.

• **Certification offers international networking opportunities.** The CVA designation provides a highly visible vehicle for peers to connect and network with one another.

## SECTION 2: Applying for the Exam

### EXAM ELIGIBILITY

In order to be eligible to sit for the CVA exam, applicants must meet specific educational and work experience criteria at the time they submit their application. These requirements are outlined below:

- Applicants must document the equivalent of at least three years of volunteer resources management experience. This experience may be in paid or non-paid positions.

- A minimum of 30% of an applicant’s current position must be related to volunteer resources management. This may include roles related to training, consulting, teaching or other functions that build the volunteer-engagement capacity of individuals and/or organizations.

In addition to the application, 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.

**Note:** Any eligible individual from any country may sit for the CVA exam. However, at this time CCVA publishes the CVA exam only in English.

### APPLICATION FORM

Complete the 2019 CVA Application found on the [CCVA website](http://ccvacert.org). Please upload your Documentation of Eligibility form, your resume, and your letter of recommendation.

### APPLICATION DEADLINES & EXAM WINDOWS

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. Applications received after the testing deadline will be held for the next exam window.

<table>
<thead>
<tr>
<th>Spring Window:</th>
<th>Fall Window:</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 1-12, 2019</td>
<td>Sept 30 – Oct 11, 2019</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Application Deadline:</th>
<th>Application Deadline:</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 1, 2019</td>
<td>September 11, 2019</td>
</tr>
</tbody>
</table>

`Council for the Certification in Volunteer Administration – http://ccvacert.org`
FEES

- Regular Application Fee: $350 USD
- Member Discount Application Fee: $315 USD

*Individuals and/or organizations who are members of specific national or international organizations are eligible for this discount. See Application Form for details.*

- Exam Re-Sit Fee: $95 USD
- CVA Renewal Fee: $175 USD  (Due every 5 years upon renewal.)

APPLICATION STEPS

- Complete the application form.
- Obtain one letter of professional reference.
- Submit your application, reference letter, and resume to CCVA (via email or postal mail)
- Pay the exam fee (via credit card on the CCVA website, or by mailing a check)
- Applications will be processed as soon as all materials and the fee have been received.
- CCVA will send an email confirming you as a CVA candidate.
- A separate Authorization to Test email will also be sent to you providing the details you need to schedule your exam via our online proctoring.

INCOMPLETE APPLICATIONS

Exam applicants who do not send all the required information and materials will receive an e-mail outlining what information is missing. The missing information must be submitted in order for the application to be complete and ready for consideration. Applications submitted after the application deadline for a specific exam window will be held for the next window.

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

APPLICATION DENIALS

An application will not be accepted, and/or the candidate’s authorization to test may be denied or revoked, for any of the following reasons:

- Failure to meet the minimum eligibility requirements (see Exam Eligibility).
- Application is incomplete (see Incomplete Applications).
- Falsification of information on the application.
- Misrepresentation of work experience or other information on the application.
- Violation of testing procedures (see Exam Identification & Conduct Requirements).
Candidates who fail to meet the minimum eligibility requirements will receive a full refund of the exam fee. Candidates whose applications contain falsified or misrepresented information, or who fail to comply with an audit or violate testing procedures, forfeit all fees.

APPEALS

CCVA is committed to allowing applicants and candidates the opportunity to appeal decisions during the professional credentialing process. The Appeals Committee is responsible for handling all appeals and requests for refunds in a confidential, timely and fair manner. The party of last resort will be the CCVA Board of Directors.

All appeals must be submitted in writing (hard copy) to CCVA within 30 days of notification of denial of authorization to test, or receipt of exam results. CCVA will acknowledge receipt of all appeals in writing (electronic and hard copy) within 30 days of receipt of appeal. All appeals are confidential.

Please note that CCVA does not provide any information or feedback about topics or content missed on the CVA exam to candidates who do not pass.

CCVA will attempt to resolve all appeals within 60 days of receipt of appeal, and will communicate the decision in writing (hard copy) to the candidate. Upon receiving written (hard copy) request from the candidate, staff will forward the file to the Appeals Committee, maintaining the confidentiality of the candidate’s name. If the candidate has requested a hearing with the Committee, the Committee may conduct such a hearing via conference call. The Committee’s decision will then be sent to the candidate in writing (hard copy).

If resolution is not reached, the decision will be referred to the CCVA Board of Directors. Upon receiving written (hard copy) request from the candidate, staff will forward the file to the Board of Directors, maintaining the confidentiality of the candidate’s name. If the candidate has requested a hearing with the Board, the Board may conduct such a hearing via conference call. The Board’s decision will then be sent to the candidate in writing (hard copy) and their decision will be final.

DATA CONFIDENTIALITY

Certification applications and candidates’ performance on the CVA exam shall remain confidential unless otherwise stipulated by the candidate or as required by law. CCVA will release application and pass/fail information only to the applicant and only in writing. The exception to this is the published Registry of certificants that is made available to the public on the CCVA website. This statement does not preclude the publication of any certificant’s name against whom disciplinary action has been taken.
REFUNDS

Refunds are provided to exam candidates as follows:

- Candidates who fail to meet the minimum eligibility requirements will receive a full refund of the exam fee.
- Candidates whose applications contain falsified or misrepresented information, or who fail to comply with an audit or violate testing procedures, forfeit all fees.
- Candidates who withdraw from the exam on or before the application deadline date will receive a full refund of their exam fees, minus a $50 administrative fee.
- Candidates who cannot take the exam because of medical or personal emergencies may submit a request for a partial refund of exam fees, or request a waiver to postpone their exam until the next testing window. Such requests will be reviewed on a case-by-case basis.
- Candidates who are 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 DURATION and FORMAT

The CVA exam will be administered by computer by CCVA’s testing vendor, Pearson VUE, with more than 5,000 testing centers in 165 countries. Candidates for the CVA exam have up to 2 hours to complete the test.

EXAM CONTENT

The CVA Exam is based on the CCVA Body of Knowledge and Competency, as detailed in the Appendix. The exam contains these types of questions:

- 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.

- Field-Test - Field-testing gathers data on a new question’s effectiveness before it can be included on future exams. This process facilitates CCVA’s efforts to continuously improve
all aspects of the certification program. Field-test questions will be interspersed randomly in the CVA Exam so that candidates do not know which they are. Answers to field test questions will not count toward any part of the candidate’s final exam score.

All questions are equally weighted. All questions are multiple-choice, and candidates are expected to select the best answer from among the four options given. The number of questions in each competency area is shown below:

<table>
<thead>
<tr>
<th>Competency</th>
<th>Number of Exam Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan for Strategic Volunteer Engagement</td>
<td>13</td>
</tr>
<tr>
<td>Advocate for Volunteer Involvement</td>
<td>15</td>
</tr>
<tr>
<td>Attract and Onboard a Volunteer Workforce</td>
<td>17</td>
</tr>
<tr>
<td>Prepare Volunteers for their Roles</td>
<td>14</td>
</tr>
<tr>
<td>Document Volunteer Involvement</td>
<td>13</td>
</tr>
<tr>
<td>Manage Volunteer Performance and Impact</td>
<td>16</td>
</tr>
<tr>
<td>Acknowledge, Celebrate and Sustain Volunteer Involvement</td>
<td>12</td>
</tr>
<tr>
<td>Field-Test questions – NOT counted in final score</td>
<td>10</td>
</tr>
</tbody>
</table>

**NOTE:** The questions on the CVA exam include several different job titles, including “Volunteer Administrator”, “Manager of Volunteers”, “Director of Volunteer Resources”, and “Volunteer Coordinator.” This is intended to represent the wide variety of titles used in this profession. For the purposes of this exam, these job titles are used interchangeably, and do not refer to specific levels of responsibility or authority.

**PERSONAL PHILOSOPHY STATEMENT**

CCVA recognizes the value of self-reflection as part of one’s professional development journey. Candidates are encouraged to write a personal philosophy statement as they prepare for the CVA exam as a way to focus their thinking and form a professional identify. To embark on this exercise, consider the following questions:

- **Why do you do the work you do?**
- **What are the values that lie at the heart of your work in this profession?**
- **What motivates and sustains you? Where does your passion come from?**
- **How does your role as a leader of volunteers fit with who you are as a person?**

Take some time to dig deep – you may be surprised what emerges on paper!

**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: Because this is a self-study process, many candidates find it helpful to start by evaluating their level of knowledge and experience with each competency area. This can be a useful step to identify specific topics/tasks/knowledge that will benefit from additional reading or training. CCVA offers a free Self-Assessment tool to all CVA candidates; find it here.

CCVA FaceBook page: Use this as a way to connect with current candidates and those who are already certified. Cheer each other on, ask questions, share your study tips, etc.

Individual Support: Many candidates find it helpful to talk with a CVA who has already completed the credentialing process, or another current candidate. If you want assistance in connecting with those in your geographic area, or in similar types of settings, please contact the CCVA office by phone or e-mail.

REFERENCE MATERIALS

Candidates are encouraged to use the self-assessment process described above as a guide to identify which topic areas they need to focus on as they read and study. The CVA exam is 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. A sample of resources are listed here:

Volunteer Administration: Professional Practice. This textbook is published by CCVA and written by CVA practitioners and academics in both the United States and Canada. Available from CCVA. A third edition will be available in Fall 2016. All editions continue to be relevant and valuable study resources.


Professional Ethics in Volunteer Administration, Download at: http://www.cvacert.org/professional.htm (free)

SAMPLE EXAM QUESTIONS

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

There is a great deal of benefit to studying with others, especially those who work in a variety of settings and organizations. Usually two types of information are shared in study groups:

- Topic information from reference materials
- Informal study tips, support and general assistance

Anyone can organize a study group:

- Local Study Group: if there are others in your organization or community preparing for the examination this is your first, and probably best, option. Invite other colleagues or members of your local professional association to apply and go through the credentialing process with you.
- Electronic Study Group: identify others preparing for the examination who are willing to share ideas and information and to provide support by phone, fax, and/or email. Even though you are separated by distance, this can work effectively. Utilize the CVA Support listserv to find others who would like to team up with you long-distance.

If you are organizing a study group and would like more details about how this has been done effectively by previous candidates, please contact the CCVA office.

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 CVA 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 CVA exam will be administered by online proctoring.

SCHEDULING AN EXAM APPOINTMENT

Once you have been confirmed as a candidate you will receive an authorization email. This email includes your candidate ID number, which is needed to schedule your exam.

NOTE: You will be authorized to take the exam during either of the next 2 testing windows. This provides flexibility without having to re-contact CCVA. For example: If you apply in January, you will be approved to take the exam in April and October. Your initial intent may be to test in April, but if you have a last minute reason why this is not possible, you can postpone until October using the same Authorization to Test.

CVA candidates are urged to schedule exams as soon as possible after receiving authorization to test. The exam authorization is valid for one year from the date of approval. If you do not take the exam at all during that period it will be necessary to reapply and pay an additional fee in order to pursue certification.

LANGUAGE

While the CVA exam is offered internationally at Pearson VUE testing centers, it is currently only available in English.

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.

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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 Accommodation forms and requests should be submitted at the time of application. CCVA will not reimburse costs associated with obtaining this documentation.

The Accommodation Request form is available in the Appendix section of this Handbook.

CANCELLATION OR RESCHEDULING

For exams that have been scheduled, a cancellation notification must be received one week prior to the exam date. To cancel an exam that has been paid for but not scheduled, notification must be given before the end of the one-year eligibility period.

Candidates may reschedule an exam 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 US$95 re-test fee.

EXTREME CIRCUMSTANCES

If you have 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, you will be permitted to reschedule the exam at no additional charge as long as the following requirement is met:

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

NONDISCLOSURE AGREEMENT

Council for the Certification in Volunteer Administration – http://ccvacert.org
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 three 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 CVA 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 Certified in Volunteer Administration. 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 or proctor 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 CVA 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 CVA 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 CVA Test Committee and approved by the Board, is upheld through a statistical process of equating.

CCVA uses a Scaled Score Scale of 0 to 400, with a score of 300 required to pass. This scale has been approved by the CCVA Board. No 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.

Next, the number of questions that each candidate answered correctly is calculated. No points are deducted for incorrect answers. (There is no penalty for guessing.) Finally, these raw scores (number of correct answers) are then converted to “scaled scores.” Scaled scores have the same meaning for any CVA exam, no matter when it was taken. The scaling and equating processes yield comparable interpretations from year to year, even though each exam contains different sets of questions.

As with many certification programs, CVA test results are reported to candidates simply as Pass or Fail.

After the verification that each of the questions is statistically error-free and will count towards the examinees’ scores, AND the standard to pass is statistically equated to the criterion set by the Test Committee and approved by the Board, then test results are final and candidates are notified in writing.

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 CVA exam will be awarded the credential and receive their certification packet. No numerical score is given to those who pass the exam.

Candidates who do not pass the exam will receive a letter with their scaled score and **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

CVAs must participate in ongoing professional development to maintain their credentialed status. Upon earning the CVA credential, this certification remains valid for the next five (5) years.

The basic CVA recertification credit is the Professional Development Unit (PDU). CVAs must earn 35 PDUs per five-year recertification cycle. PDUs may be earned through a wide variety of activities that promote continued learning, professional development, or leadership in the field of volunteer resources management. Only activities focused on volunteer administration and related topics will be considered eligible for credit toward CVA renewal. Personal development activities will not qualify, nor will activities which are required as part of one’s job. Activities eligible for PDU credit include:

- Workshops, seminars, conferences
- Post-secondary education, degrees in related fields
- Certification in related fields
- Self-study applied readings
- Published writing
- Public speaking, teaching, consulting
- Volunteer activity
- Service on a CVA committee or task force
- Successful passing of another CVA Exam

All 35 PDUs must be earned during the current cycle and PDUs cannot be carried over to the next cycle. In addition to earning PDUs, each recertification candidate must submit a reflection essay and re-commit to honor professional ethics.

CVAs requesting renewal must pay a modest fee when submitting their renewal packet. Check the CCVA website for the current rate.
CCVA Body of Knowledge and Competency Framework

Accommodation Request Form

Sample Exam Questions