



The CVA Professional Credential

The “Certified in Volunteer Administration” (CVA) credential is offered for practitioners in volunteer resources management. Originally developed by the international Association for Volunteer Administration, the program is now sponsored by the Council for Certification in Volunteer Administration (CCVA).

Unlike many “certificate” or certification programs being offered by colleges and universities, this professional credentialing program is competency-based. Intended for those with some experience, this self-study program measures an individual’s “knowledge-in-use”—the application of knowledge and skills by those with real-life experience in this role. This includes assessment of a candidate’s ability to structure tasks, process ideas, and solve problems.

The CVA Professional Credentialing Program:

- is voluntary
- is performance-based
- is grounded in core competencies and standards developed by colleagues and peers
- defines volunteer administration as a profession
- provides a vehicle for updating best practices
- is open to salaried and non-salaried individuals from all types of organizations

Core Competencies

Individuals pursuing the CVA credential are expected to demonstrate successfully their knowledge and ability to apply skills required for competent volunteer management, based on their actual performance in the role. Five core competencies have been identified that serve as a foundation for this profession, regardless of the setting or type of organization where volunteers are engaged.

These five core competencies are:

- Ethics – The ability to act in accordance with professional principles.
- Organizational Management – The ability to design and implement policies, processes and structures to align volunteer involvement with the mission and vision of the organization.
- Human Resource Management – The ability to successfully engage, train and support volunteers in a systematic and intentional way.
- Accountability – The ability to collect relevant data and to engage in meaningful monitoring, evaluation and reporting to stakeholders.
- Leadership and Advocacy – The investment of personal integrity, skills and attitudes to advance individual, organizational and community goals through effective volunteer involvement.

The Value of the CVA Credential

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

“I have learned so much by taking time to get certified and have made several improvements to our processes. Going through this process has given me more confidence as a volunteer administrator. I highly recommend the process to all volunteer managers!”

**2013 CVA Candidate
Ottawa, ON**

The Credentialing Process

A two-part measurement methodology has been designed to demonstrate a candidate's knowledge and application of the core competencies.

Part I: Portfolio

Philosophy Statement – *personal reflection on beliefs and values related to one's role as a leader and manager of volunteers (100-250 words)*

Ethics Case Study – *description of a volunteer-related situation involving ethics, and how it relates to the profession's core values (100-250 words)*

Management Narrative – *description and analysis of a project or activities focused on the core competencies (1500 -1750 words)*

These pieces are written based on the candidate's experience in the field rather than on information from textbooks or classes. The Portfolio is read and scored using a peer review process.

Part II: Multiple Choice Examination

The test is a two-hour proctored examination, taken on-line in late May. Candidates are encouraged to study *Volunteer Administration: Professional Practice* and other references after a self- assessment of the CVA Content Outline.

Eligibility

Individuals wishing to become credentialed must meet these requirements in order to register as a candidate:

- Minimum of the equivalent of three years of full-time experience related to volunteer administration. This experience can be a combination of several part-time positions, and can include both salaried and non-salaried roles.
- Minimum of 30 percent of current position related to volunteer administration.
- Two letters of professional recommendation from supervisors or colleagues, verifying the candidate's appropriateness as a candidate.

Registration - 2014

Early Bird Oct. 1 – Dec. 31, 2013 \$220

Regular Jan. 1 – March 1, 2014 \$275

Additional discounts available for members of Points of Light, ALIVE, VolunteerMatch, CAVR, Habitat for Humanity Int., and Volunteer Canada. Visit www.CVAcert.org for details.

CVA Renewal

Renewal is required every five years in order to maintain the CVA credential. Individuals are expected to earn Professional Development Units (PDUs) through a variety of activities that demonstrate they are active in the field and continuing to learn and develop as a professional.

How to Begin

CVA candidates have about one year to complete the process. Registration for the next annual cycle opens October 1. Once registered, CVA candidates may start the process with either the portfolio or the examination. To begin:

1. Obtain the CVA Candidate Handbook from the website, by phone or e-mail. There is no charge for the Handbook, which provides more details and the registration forms.
2. Submit the completed registration forms with fee payment and reference letters. Credit card payments are accepted on the CCVA website.

"The process initially appeared overwhelming, but once engaged I felt empowered to complete all the requirements. It was a good experience for my career and aides my ability to address my work duties on a daily basis. I am more confident and feel better equipped to express myself. This is a MUST for any Volunteer Administrator."

**Cheryl Wilkins, CVA
Hospice By The Bay, Larkspur, CA**

For questions, or to request a Candidate Handbook, please contact:

Council for Certification in Volunteer
Administration
P.O. Box 467
Midlothian, Virginia 23113 USA

Phone: 804-794-8689

E-mail: CCVA@comcast.net

Website: www.CVAcert.org