



PROFESSIONAL CERTIFICATION	CAVS (Certified Administrator of Volunteer Services)	CDVS (Certified Director of Volunteer Services)	CVA (Certification in Volunteer Administration)
Certifying Organization	Patient Experience Institute (PXI)/The Beryl Institute	Society for Healthcare Volunteer Leaders (SHVL)	Council for Certification in Volunteer Administration (CCVA)
Application Process	Review the CAVS Handbook. Create a PXI account. Complete the online application.	Review Checklist for Certification Application and About SHVL Certification PowerPoint Presentation Certification Checklist Certification Application	Applicant Checklist: Attend an information session. Download and review the CVA Candidate Handbook Review and complete the Document of Eligibility Obtain one letter of professional reference. Submit and pay for application. Submit resume, Document of Eligibility, and professional reference.
Application Approval Period		Documentation will be reviewed by the Certification Committee and applicant will receive an email with information on how to access the online proctored examination	After an applicant's application and payment are received, reviewed, and approved, the applicant will receive additional information regarding the Equipment Check, Trial Test and the upcoming exam window.
Application Fee	\$325 CAVS fee includes a \$100 nonrefundable processing and administration fee.	\$100	\$400- Regular Exam Fee \$350- Member Exam Fee
Eligibility Requirements	Two (2) years of paid professional experience in healthcare volunteer services management.	Be a member of SHVL for a minimum of two (2) years and have attended one (1) SHVL conference prior to applying. Three (3) years' experience as a Leader of Volunteer Services in a healthcare facility.	Applicants must document activity in three categories (Education [15 points], Volunteer Engagement Experience [40 points], Application of Core Competencies [25 points]) for a minimum of 80 points to be approved to take the CVA examination. Document of Eligibility Info Sheet Document of Eligibility Template



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Application Deadline	<p>The application deadline for each window is:</p> <p>November 21: January Testing Window</p> <p>May 21: July Testing Window</p>	<p>Submit application and completed documentation by email to Certification Chair by the due date (for exam at conference).</p>	<p>2024 Application & Payment Deadlines:</p> <p>March 1, 2024 (April 1-14, 2024, Exam Window)</p> <p>September 1, 2024 (October 1-14, 2024 Exam Window)</p>
Testing Windows	<p>Two testing periods:</p> <p>January 1-31</p> <p>July 1-31</p>	<p>Not applicable.</p>	<p>2024 Exam Windows:</p> <p>April 1-14, 2024</p> <p>October 1-14, 2024</p>
Exam Structure	<p>100 question multiple-choice examination administered online either at a testing center or via live online proctoring.</p> <p>Candidates have two (2) hours to complete the examination process.</p>	<p>Online Exam with 89 questions with a total point value of 150 points; passing grade of 120 (80%)</p> <p>Four (4) hours is allowed to take the test in one sitting.</p> <p>All exams will be proctored. Confirm approved exam proctor or take the proctored exam at SHVL conference. Exam is accessible from any web-based computer.</p>	<p>100 multiple choice questions. The CVA Exam is based on the CCVA Body of Knowledge and Competency.</p>
Exam Prep	<p>Review of the Body of Knowledge and Competencies in Healthcare Volunteer Management (2019) that can be found in the appendix of the CAVS handbook.</p> <p>Review example exam questions.</p>	<p>Components of the exam will consist of volunteer management best practices and competencies including but not limited to human resources, recruitment, orientation and training, volunteer placement, annual requirements, recognition, risk management, HIPAA, finance, budgets, benchmarking, developing new programs and services, etc.</p>	<p>Trial Test Instructions and Support</p> <p>Sample Exam Questions</p>



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How is certification achieved?	<p>Complete and pass the online CAVS examination.</p> <p>Once you obtain your CAVS certification, you will now be able to promote your accomplishment through social media or publish to the web via Credly.</p>	<p>Passing grade of 120 (80%) on CDVS exam.</p>	<p>Candidates who pass the CVA exam will be awarded the credential and receive their digital badge and electronic certificate.</p>
Exam Results	<p>There is up to a four-week period between the close of the testing window and result notification. This allows for comprehensive validation and scoring to ensure the highest quality designation for all participants.</p> <p>Exam score reports are delivered via email.</p>	<p>Exams are reviewed and graded by the Certification Committee.</p> <p>Applicants will receive an email with a pass/fail result.</p> <p>A letter will be sent to the person to whom the applicant directly reports to and President/CEO notifying them of the applicant's achievement. Recognition, Certificate and Pin awarded at the next SHVL Conference.</p>	<p>Official results of a pass or fail will be sent to all candidates via email within 15 days after the exam window closes.</p>
Retake the Exam	<p>Retake the exam within 12 months of original exam date. Complete re-examination application and pay \$175 re-examination fee.</p>	<p>Not applicable.</p>	<p>\$125-Exam Retest Fee</p> <p>Applicants may retake the exam in the next testing window by paying the discounted re-test fee.</p>
Recertification Timeframe	<p>January CAVS recipients must renew by January 30th, three (3) years from examination window.</p> <p>July CAVS recipients must renew by July 30th, three (3) years from examination window.</p>	<p>CDVS is a five (5) year certification.</p>	<p>Required every five (5) years.</p> <p>The 2023 Renewal Period is now closed.</p>



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Recertification Requirements	<p>CAVS Certification is valid for three (3) years from the most recent date of passing the examination or renewal.</p> <p>To re-certify a CAVS designation, professionals must complete 30 CEs, which include 10 hours of PXE credits, in a three (3) year period from most recent date of certification.</p> <p>If less than 30 credits are completed, reexamination will be required.</p> <p>To claim PXE credits or add credits to your PXI transcripts, follow these steps.</p>	<p>A certified member of SHVL may apply for recertification no later than five (5) years after receiving certification if he/she meets the following criteria:</p> <p>Must have remained a continuous member of SHVL over the five (5) years.</p> <p>Have documentation of 50 contact hours of continuing professional education in volunteer services OR successful reexamination taking the SHVL certification proctored exam.</p> <p>Must have completed and submitted a renewal application by the deadline.</p> <p>Recertification Application</p> <p>Must have paid the renewal fee of \$50 by the deadline.</p>	<p>Read the 2023 CVA Renewal Guidelines.</p> <p>Complete the 2023 CVA Renewal Tracking Form including a coversheet, documentation of 35 PDUUs and a professional reflection essay. Provide renewal payment prior to December 1st. Submit via this online form.</p>
Recertification Fee	<p>CAVS must complete the recertification application and submit a recertification fee of \$225.00 to maintain certification. A late fee will be applied to renewal application starting 30 days after renewal date.</p>	<p>\$50</p>	<p>\$200- Recertification Fee</p>
Website	<p>https://pxinstitute.org/page/CAVSExamOverview#</p>	<p>https://shvlonline.wildapricot.org/</p>	<p>https://cvacert.org/</p>

