



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

# CVA - The New CAVR Certification!

***A Mark of Excellence!***



# The New Certification Process!



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

- You shared, we listened!
- CAVR is moving our profession forward through a new certification partnership with CCVA
- Earn an internationally recognized professional designation in volunteer administration
- Take the next steps in your career with increased confidence
- Enhance your professional knowledge and credibility



# The History of the Credential



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

- 1980: First competency-based, international certification developed by Association for Volunteer Administration - CVA credential.
- 2000: Revisions to update competencies & align with best practices in professional certification.
- 2006: CCVA is established as new home for CVA credential and AVA “*Professional Ethics*” material.
- 2012: CAVR partnership for a new certification.



# The CVA Credential



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

## *IS...*

- Generic, applicable to all settings
- Competency-based
- Developed by peers
- Voluntary
- International in scope
- Challenging!



# The CVA Credential



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

## *IS For...*

- Experienced volunteer management professionals who are looking for a challenging opportunity to test their skills and applied knowledge.
- Managers of Volunteers who have worked in the field and completed other volunteer management programs or courses.



# The CVA Credential



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

## *IS NOT...*

- A “how to” course or class
- A certificate of completion
- Linked to a specific college or university
- For individuals new to the profession



# CVA Core Competencies



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

- Core Competencies = minimum standards for managers or leaders of volunteers
- Basis for CVA credentialing
- Developed through job analysis
- More comprehensive than traditional volunteer management functions



# CVA Core Competencies:



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

1. Ethics
2. Organizational Management
3. Human Resource Management
4. Accountability
5. Leadership and Advocacy





# Why Choose CVA Certification ?



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

- Professional competencies similar to the new Canadian National Occupational Standards released by the HR Council of Canada and CAVR
- CCVA plans to work in partnership with CAVR to revise their core competencies to ensure universal content



# Why Choose CVA Certification ?



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

- Alignment with current Canadian best practices
- Internationally recognized designation
- Relevant self directed learning
- Transferable knowledge and skills
- Affirmation of current practices
- Owned by the profession



# What's in it for me?

- **Affordable:** CAVR members receive a substantial discount on registration for 2014
- **Credible:** Professionally set competencies
- **Flexible:** No need to travel, no classes to attend, make your own schedule based on your needs
- **Inclusive:** available to salaried and non salaried managers or leaders of volunteers in all types of settings



# What's in it for me?



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

- **Accessible:** Online exam and supports
- **Supportive:** Webinars, mock exam, study groups, sample portfolios, mentors, and networking
- **Objective:** Professionally trained markers
- **Recognition:** International focus, employer packages, media releases, pins, and certificates!



# Eligibility



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

- Minimum of **3** years experience either salaried or non salaried in the field of volunteer management
- At least **30 %** of current position must be related to volunteer resources management
- Two letters of professional recommendation



## ***Registration Period for 2014 cycle:***

- Registration information available on line for your convenience
- October 1, 2013 – March 1, 2014
- Complete the registration form in the on line Candidate Handbook
- Submit two letters of professional recommendation



# Credentialing Fees for 2013



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

## Regular Fees

Early Bird	(Oct. 1 – Dec. 31)	\$210 USD
Regular	(Jan. 1 – March 1)	\$265 USD

## CAVR Non Certified Member Discounted Fee

Early Bird	(Oct. 1 – Dec. 31)	\$189 USD
Regular	(Jan. 1 – March 1)	\$225 USD

## CAVR Certified Member Discounted Fee\*\*

Early Bird	(Oct. 1 – Dec. 31)	\$105 USD
Regular	(Jan. 1 – March 1)	\$133 USD



# Certified CAVR Member Discount



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

- All current CAVR members who are ***certified*** or ***eligible for recertification*** are eligible for the special 50% discount.
- The special discount is available for one more year; certification must be taken during the **2014** cycle.
- All CAVR members who are certified or eligible for recertification must complete the entire credentialing process.





# The Certification Process

- Download the Candidate Handbook
- Complete and submit the two page registration package
- Submit two letters of professional recommendation
- Receive the CVA confirmation email and Toolkit
- Order your textbook at anytime



# The Certification Process

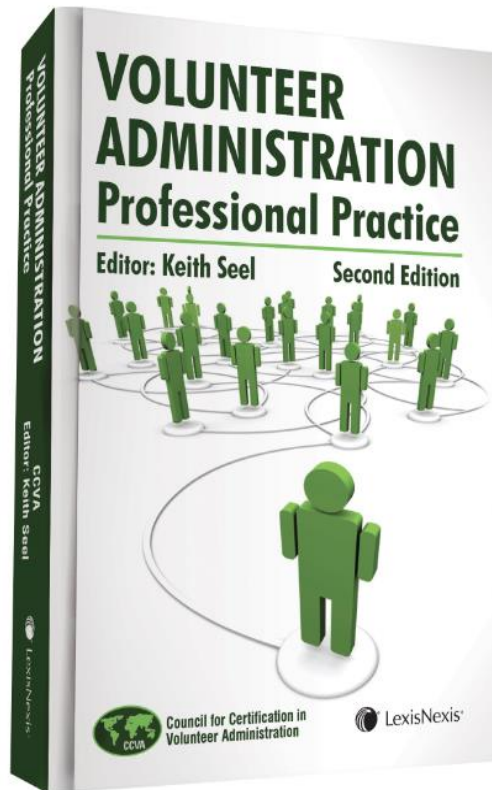


Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

- Find a study buddy or set up your own study group
- Look for updates from CAVR study group
- Watch for communication from CCVA starting after registration closes on March 1
- Complete the online exam in late May
- Complete the portfolio by December 31



## *What's New in This 2<sup>nd</sup> Edition*



- ✓ *New introductory chapter*
- ✓ *Updated research and references*
- ✓ *More consistent style and terminology, and greater balance between academic and practical content*
- ✓ *Additional charts, enabling greater understanding of key principle*
- ✓ *Quicker reference to practice materials*
  - *Data management*
  - *Risk management*
  - *Quality improvement*
  - *Case studies*



# Multiple Choice Exam

- Measures applied knowledge in situations and scenarios
- Directly linked to content outline
- Primary & secondary references are recommended
- Total of 80 questions; two hours in length
- 4th Wednesday in May, via web-based system
- Candidates arrange local proctor & test site
- Scored on a pass/fail basis



# Multiple Choice Exam: Sample



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

Many managers at your organization are resistant to supervising volunteers. To ease the anxiety of these managers, the BEST action is to:

- A) Ask your supervisor for advice
- B) Evaluate managers on their volunteer supervisory skills
- C) Convene a brainstorming session with executive management
- D) Provide periodic training on the subject of volunteer supervision



# Multiple Choice Exam: Sample



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

When using outcome-based evaluation, an example of an "accomplishment" is the:

- A) Number of volunteers
- B) Number of clients served
- C) Hours contributed by volunteers
- D) Financial resources invested in the program



# Multiple Choice Exam: Sample



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

Staff in a child welfare agency are reluctant to utilize volunteers in roles beyond clerical tasks for fear of risk to the clients they serve.

Which of the following steps could the Executive Director take FIRST to improve staff cooperation in utilizing volunteers?



# Multiple Choice Exam: Sample



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

- A) Conduct a volunteer - staff climate assessment
- B) Provide staff training in volunteer supervision
- C) Identify new employees who have successful experience working with volunteers
- D) Include "supervision of volunteers" into appropriate staff job descriptions with positive sanctions for staff who work well with volunteers





# Multiple Choice Exam: Sample



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

In an effort to effectively manage her program's risk, a volunteer manager creates and implements a thorough screening process for new volunteers, including application, interview, reference and background checks.

In addition, all volunteers must attend an evening orientation as well as a daylong training session. The volunteer manager expects this process will help find the quality volunteers she is looking for.

However, she finds that many people do not complete the screening process. What is the BEST step she can take to increase the number of volunteers who complete the screening process?



# Multiple Choice Exam: Sample



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

- A) Simplify the screening process for all volunteers
- B) Combine the orientation and training classes into one session
- C) Leave the process alone, maintaining quality of volunteers over quantity
- D) Modify the screening procedure based on the position description of each volunteer job



# Professional Portfolio



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

## 1. **Philosophy Statement** *(100-250 words)*

Very personal and reflective

Beliefs and values related to your role

## 2. **Ethics Case Study** *(100-250 words)*

Description of a real-life dilemma you have faced

Connection to CCVA professional ethics

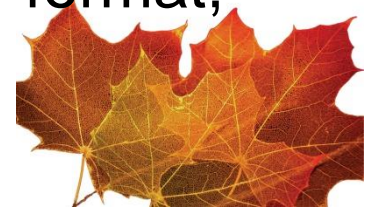
## 3. **Management Narrative** *(1500-1750 words)*

Describing and analyzing your real-life experience



## Writing Quality

- CVA candidates are expected to meet a standard of writing excellence based on correct punctuation, grammar, spelling, and clarity.
- Part of the scoring of the CVA Portfolio is based on writing quality.
- Candidates encouraged to have a colleague provide a critical review of your Portfolio to ensure proper format, lack of typos, overall flow, and focus.



# Candidate Support



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

## *Helping You Succeed!*

- Conference calls
- Connections to CVAs near you or in similar settings
- Local study-buddy or support group
- Mock Exam online
- CVA & CAVR Support Groups
- Sample Portfolio



# Award of the CVA Status



Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

- Use of CVA designation
- Certificate from CCVA
- Media release
- Announcement letter
- CVA Registry on CCVA & CAVR websites
- Invitation to join committees
- Lapel pin



# Certification Renewal

- Renewal is required every 5 years
- Must earn 35 Professional Development Units (PDUs) per 5-year recertification cycle
- One PDU equals one contact hour or 0.1 Continuing Education Unit
- Demonstrate learning, professional growth, leadership
- Maximum flexibility, minimum time to track
- Details and tracking forms provided



# Testimonial

“For me, the educational journey to the CVA was the reason I enrolled. I love to learn, enjoy networking and discussing the philosophical issues around volunteer management.”

*"It is a journey of knowledge"*

Ruth Millard, CVA Candidate 2013







Canadian Administrators  
of Volunteer Resources  
Administrateurs canadiens  
des ressources bénévoles

# CVA – The New CAVR Certification

*For more information on the CVA Program  
Council for Certification of Volunteer Administrators*

[www.CVAcert.org](http://www.CVAcert.org)

Email: [ccva@comcast.net](mailto:ccva@comcast.net)

*For more information on the  
CAVR Study Group & Candidate Updates*

[www.cavrcanada.org](http://www.cavrcanada.org)



[www.cavrcanada.org](http://www.cavrcanada.org)